Job Title
Director - Student Outcomes Programme

Role Purpose

The Programme Management Officer (PMO) plays a pivotal role in supporting Arden University's regulatory, academic performance, and student outcomes agenda, with a specific focus on OfS Student Outcomes B3 metrics (continuation, completion, and progression).

The postholder will provide structured programme-level oversight, coordination, and assurance across priority initiatives arising from Arden's B3 Summary Plan, ensuring that agreed interventions are implemented on time, consistently and are tracked rigorously, and translated into measurable improvement in continuation and completion outcomes.

This is a delivery-oriented role, sitting at the intersection of academic operations, data insight, and regulatory compliance, designed to strengthen institutional grip on risk, pace, and impact.

Key Responsibilities
1. Programme & Initiative Management
- Support the planning, coordination, and monitoring of B3 improvement initiatives, including Phase 1 interventions linked to continuation and completion recovery.
- Maintain clear programme plans, milestones, dependencies, and risk logs for all priority actions.
- Track delivery against agreed timelines and escalate slippage, risks, or blockers proactively.

2. Data, Insight & Reporting
- Drive regular performance reports and dashboards aligned to OfS B3 metrics, internal KPIs, and Steering Group requirements.
- Support scenario modelling and forecasting where required, recognising areas of uncertainty (e.g. system changes, OfS add-backs, new programme launches).

4. Regulatory & Quality Assurance Support
- Support evidence collation and narrative development for regulatory engagement, internal assurance, and external scrutiny.
- Ensure that programme documentation, action plans, and reporting demonstrate a clear line of sight from root cause to intervention to impact.
- Maintain audit ready records of decisions, actions, and outcomes.

5. Stakeholder Coordination
- Act as a central point of coordination between Academic Faculties, Student Experience, Registry, Data, and Systems teams.
- Support governance forums (e.g. B3 SteerCo, academic performance groups) through agenda planning, papers, and action tracking.
- Build effective working relationships to enable pace, consistency, and accountability.

Person Specification
Essential
- Experience in programme or project management within higher education or a regulated environment.
- Strong understanding of student lifecycle data, academic performance metrics, and operational delivery.
- Demonstrable ability to manage multiple workstreams, deadlines, and stakeholders simultaneously.
- High level analytical skills with the ability to interpret and present complex data clearly.
- Excellent written and verbal communication skills, including report writing for senior audiences.
- Strong organisational skills with attention to detail and follow through.

Desirable
- Knowledge of OfS metrics, regulatory frameworks, or quality assurance processes.
- Familiarity with student record systems (e.g. Tribal SITS) and performance reporting tools.
- Experience supporting institutional change or recovery programmes.
- Understanding of continuation, completion, and engagement challenges in widening participation or non-traditional student cohorts.

Key Behaviours & Attributes
- Delivery focused, with a strong sense of accountability and pace.
- Confident working with ambiguity and evolving priorities.
- Collaborative, credible, and able to influence without formal authority.
- Resilient and solutions oriented in a high-scrutiny environment.
- Values-driven and aligned to Arden's mission of accessible, high-quality higher education.

Why This Role Matters at Arden
This role is mission critical to Arden University's ability to:
- Recover and exceed B3 continuation and completion benchmarks.
- Demonstrate regulatory confidence and institutional control.
- Translate strategic intent into consistent, measurable improvement at programme level.
- Ensure that growth, innovation, and access are underpinned by strong student outcomes.