University of Reading

JOB DESCRIPTION

Vacancy reference:	SRF34146
Post Title:	Senior Programme Administrator Executive Education
Grade:	Grade 5
School/Department:	Henley Business School, Executive Education Programme Administration
Reports to:	Programme Area Manager, Executive Education Programmes
Responsible for:	No direct line reports

Purpose

Working with Programme Directors, Henley Business School colleagues, and other key stakeholders this post supports the introduction, development and delivery of Executive Education Qualification and Non-Qualification Programmes developed for the open market or customised programmes designed for corporate clients.

Main duties and responsibilities

To work alongside the Programme Area Manager and a range of Henley Business School/University of Reading teams to support the development and delivery of a number of designated programmes in line with the Programme Directors' intent. In line with the direction of the Programme Area Manager, the post holder will provide a range of services.

1. **Operational administrative lead during programme delivery:**

- Take the lead and be responsible for a specific area of work within the team as agreed and defined with the Programme Area Manager.

- Coordinate all arrangements for workshops and other inter-module activities[1] at Greenlands and other venues, including the booking of hotels/bedrooms, dining arrangements, transport, materials etc. to ensure that programmes are set up and run professionally, efficiently and effectively. Attend these events as appropriate.

- Provide first line contact with students/delegates on designated programme intakes, responding promptly, professionally, and accurately to requests for information across a broad range of topics. The post holder will also work closely with other Programme Administrators to ensure that a consistent high level of customer support is provided across the team.

- Maintain oversight of specific budgets allocated to programmes as appropriate. Work with key financial staff, Programme Directors and colleagues to coordinate the budget preparation process for these programmes and manage programme-related spend during the delivery cycle. Propose greater efficiencies where appropriate in controlling variable spend, such as

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[1] Which may be scheduled for delivery at Whiteknights, Greenlands, elsewhere in the UK, or overseas by agreement.

materials and accommodation, to ensure these come within or below budget.

- Be a "Super User" of RISIS and CRM systems, including identifying the key requirements for inputting appropriate and accurate information.

- Have full oversight and make maximum use of the Virtual Learning Environment (VLE platforms) used to support programmes; working alongside colleagues to ensure the VLE is built and populated with the correct information, and maintained with relevant and up to date programme materials.

- Liaise with the Programme Information Services team to order student evaluation forms, process if necessary and work with the Programme Area Manager to coordinate responses to evaluation reports relating to operational issues and concerns from students.

- Provide data, reports and other Management Information (MI) on Executive Education programmes when requested.

- Be responsible for the management of document infrastructure in the team. This takes the form of ensuring all documents are "document controlled", consistent templates are employed, back-up procedures are adhered to so that appropriately branded learning materials can be rapidly sourced and deployed.

- Provide daily advice and support to colleagues within the team to empower and support them in their roles.

- Act as the escalation point for programme related issues to support Programme Administrators. Use initiative to problem solve issues as they arise in a timely manner, provide advice and guidance to staff to ensure effective handling and signposting of student administrative and pastoral queries.

- Maintain consistent high standards of service provision across the lifespan of the programme to ensure students/delegates feel very much part of the Henley community, whilst recognising the importance of repeat business for Henley Business School.

- To liaise with other administrators in the wider Programme Area Administration department to identify and promote "best practice" around processes and activities.

- To act as Secretary to relevant boards and committees within Henley Business School (precise details to be confirmed) and to hold membership of other relevant bodies.

- Work with minimal supervision.

Specific to Qualification Programmes Only

- Liaise between the University's Admissions team and applicants with regards to the status of applications for the programmes.

- For designated programme intakes, maintain a strong understanding of student's progression through the programme. Work with students to ensure they adhere to the Study Schedule or follow University process during their studies, implementing procedures in cases of poor

progression and the late submission of assessed work, making related status updates on RISIS.

- Manage the coordination of module/workshop scheduling, location and resourcing, the resolution of any module scheduling conflicts and the publication of module and programme Study Schedules for initial and subsequent programmes.

- Oversee and coordinate the administration of the examinations processes for the programme, working closely with the Examinations and Assessment Office.

- Manage the development and updating of the suite of programme governance documentation applicable to programmes and Exit Award stages.

  Establish and service a Staff Student Liaison Committee.

Role holders are not expected to carry out all of the activities described above all of the time. The precise balance of activities will be agreed with the Programme Area Manager and/ or other relevant line manager and may vary from time to time and over the course of a career.

Supervision received

This post reports to the Programme Area Manager Executive Education programmes who provides direction, support, general advice and guidance.

Contact

Programme members and delegates

Programme Directors and other academic faculty

Key stakeholders in external organisations (e.g. professional institutions)

Staff across the wider University of Reading including Admissions, RISIS, Examinations and Graduation teams

Staff across the wider Henley Business School

Staff across the International Partner Network

Terms and conditions

This is a full-time (36 hours per week) permanent post. Some evening and weekend working may be required to support events held outside of normal working hours. The post will be based on the University's Greenlands campus but will require some travel to the Whiteknights campus and other UK and overseas locations.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed: August 2015

PERSON SPECIFICATION

Job Title	School/Department
Senior Programme Administrator	Henley Business School

Criteria	Essential	Desirable
Skills Required	- Ability to communicate effectively with a range of stakeholders including professional organisations - Confidence in being able to successfully build and develop professional relationships - Proven IT skills, including Word, Excel and PowerPoint to at least intermediate level, plus the ability to demonstrate proficiency in the development and use of databases - Methodical, excellent planning and organisational skills to ensure prioritisation and completion of multiple tasks - Ability to work independently and as part of a team - Motivated to learn, challenge existing processes and be involved in new areas of work - Excellent attention to detail and accurate	- Proven ability to develop and manage relationships with businesses Experience of student management information systems, such as the Reading Integrated Students Information System (RISIS), CRM systems - Experience of use of social media to interact with students
Attainment	Educated to A level or equivalent	Educated to degree level or equivalent
Knowledge	An understanding of the requirements and expectations of Executive Education within the UK Higher Education setting	
Relevant Experience	Experience of working in a customer-facing role and evidence of providing a high quality service to varied, diverging and demanding	- Administrative experience in the UK Higher Education System - Knowledge of professional body practices and ways of working

	- international and cultural backgrounds - Experience of administration in a busy office environment, providing a professional service to varied, diverging, and demanding international and cultural backgrounds - Administrative experience in the UK Higher Education system - Experience of successfully organising events and/or workshops - Confident in financial management practices including preparing and managing budgets and using financial programmes - Significant experience in working with minimal supervision	- Experience of leading a team - Knowledge of quality management procedures - Experience of building relationships with professional institutions - Secretarial support to committees - Delivering presentations
Disposition	- Professional manner - Positive, resilient, and open to change - Creative in identifying solutions to challenges and creating new initiatives - Able to remain calm, flexible and maintain effectiveness under pressure - Confident in being able to interact appropriately with a wide range of senior customers and to build positive relationships with the client's leadership team	
Other	- Flexible approach to work in order to meet deadlines - Willingness to travel in the UK and overseas - Willingness to work outside normal working hours to cover events (including weekends)	

Completed by: Emily Clifford **Programme Area Manager, Executive Education**	Date: 24 November 2020