

JOB DESCRIPTION

Vacancy reference:	SRF29839
Post Title:	Programme Services Administrator
Grade:	Grade 4
School/Department:	Henley Business School, Programme Administration
Reports to:	Programme Services Manager
Responsible for:	NA

Purpose

Work with the Programme Services Manager and other key colleagues to provide support for the consistent and integrated delivery of Henley Business School's accredited and non-accredited Post-experience programmes. The post-holder will work within a team of administrators providing a range of operational services to ensure high-quality programme delivery and an overall positive Henley experience for all programme members and delegates.

Main duties and responsibilities

- The Post-holder will undertake a range of administrative tasks including:
 - Supporting colleagues with programme scheduling for all Henley's Post-experience programmes at all Henley locations in UK and internationally, using CMIS as the supporting software tool.
 - Book resources – on and off campus, teaching space, bedrooms, catering, IT services
 - Order programme and office materials including stationery, books etc.
 - Liaise with Academic Departments on the allocation of teaching resources for workshops
 - Support the contract process for adjunct faculty
 - Raise Purchase orders to book goods and services, oversee payments to suppliers and external tutors
 - Book travel and accommodation arrangements for faculty and business school staff
 - Co-ordinate administrative arrangements for International Visits for Post-experience programmes,
 - Support the administrative arrangements for the smooth running of Examinations for Post-experience programmes
 - Support the evaluation processes at workshops, module and programme level for all Henley Programmes including Undergraduate, Pre-experience Postgraduate, Post-experience and Executive Education Programme Areas
 - Assist in the preparation of programme data for annual reports, rankings, accreditation, ad hoc reports
 - General administrative services when needed to support the Management Programme Administration Team and the Executive Education Programme Administration Team e.g. printing, preparation of materials, bulk mailing, stationery.

Supervision received

Reporting to the Programme Services Manager, Management Programmes who provides direction, support, general advice and guidance.

Supervision given

The Postholder has no direct reports

Contact

Internal:

Programme Services Manager
Senior Programme Services Administrators
Senior Programme Area Managers
Programme Area Managers
Head of Programme Administration
Programme Directors and Directors of Studies
Heads of academic schools within Henley Business School
Head of Post-Experience Postgraduate Programmes
Staff within the International Partner Network
Academic faculty
Staff within the International Partner Network offices
Front of House Team Greenlands
Procurement Office
IT User Support Team
Admissions Office

Contacts external to the University will include:

Hotels, conference centres – venues used for programme delivery
Adjunct faculty and other staff employed by supplier contracts
Organisations and agents supporting and hosting MBA International Study Visits

Terms and conditions

This is a full-time permanent post. The post will be based at Henley Business School's Greenlands Campus in Henley-on-Thames. The post holder will however be expected to attend occasional meetings and events at the Whiteknights Campus in Reading. The role will also involve infrequent, planned travel to other locations in the UK to meet service providers.

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:

Person Specification

Job Title	School/Department
Programme Services Administrator	Henley Business School, Programme Administration

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Methodical, excellent planning and organisational skills to ensure prioritisation and completion of multiple tasks • Excellent IT skills • Effective and confident verbal and written communication skills and the ability to communicate with a range of stakeholders • Attention to detail and high level of accuracy • Ability to input data accurately, manipulate data to provide appropriate analysis 	<ul style="list-style-type: none"> • Strong interpersonal skills with the ability to build and maintain effective relationships with a range of internal and external stakeholders
Attainment	<ul style="list-style-type: none"> • 5 GCSES at grade C and above 	<ul style="list-style-type: none"> • Good A Levels or equivalent professional experience
Knowledge	<ul style="list-style-type: none"> • Strong understanding of Microsoft Office applications – Word, Excel, Outlook, PowerPoint 	
Relevant Experience	<ul style="list-style-type: none"> • Experience of administration in a busy office environment providing a high-quality professional service customer groups 	<ul style="list-style-type: none"> • Experience in a customer-facing university/business school environment
Disposition	<ul style="list-style-type: none"> • Professional manner with the ability to remain calm and effective under pressure • Motivated to learn and be involved in new areas of 	

	<p>work, and strive for improvement</p> <ul style="list-style-type: none">• Team focused, patient and friendly• A pro-active and flexible approach capable of adapting to a wide range of customer groups	
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Completed by: Ann Marie Frank	Date: 24/10/2019
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