

## JOB DESCRIPTION

<b>Vacancy reference:</b>	SRF33174
<b>Post Title:</b>	Programme Administrator (Flexible & Executive MBA)
<b>Grade:</b>	4
<b>School/Department:</b>	Henley Business School, Greenlands Campus
<b>Reports to:</b>	Programme Area Manager, MBA Programmes
<b>Responsible for:</b>	No direct reports

### Purpose

Working with the MBA Programme Area Manager and other key stakeholders to provide efficient and effective administration to the Flexible & Executive MBA programmes, delivering excellent, high quality customer service to all programme members.

Provide a range of customer and programme related support activities for all MBA Programmes, building effective relationships with students, academics and other key internal and external stakeholders to ensure students receive a positive Henley experience through all aspects of their Programme.

To lead on conversion activities in support of the Flexible and Executive MBA Programmes. At the heart of this is regular contact with offer holders through to registration. The emphasis of this role is on customer service and developing relationships rather than being held accountable for recruitment targets.

Provide direct support to, and oversight of, allocated International Partner Network (IPN) offices to ensure clear understanding of Henley policies and procedures and guidance around progression.

### Main duties and responsibilities

1. To develop and enhance the operational delivery of the Flexible and Executive MBA programmes in line with the direction of the Executive MBA Programme Area Manager. In this regard, the post-holder will plan, support, maintain and provide:
  - All first line contact with allocated Flexible and Executive MBA intakes, offer holders and students. Responding promptly, professionally and accurately to requests for information across a broad range of topics;
  - Clear written, face-to-face and telephone communication to programme members, academic, internal / external staff and IPN offices as appropriate. This includes use and oversight of online intake learning areas in Henley's existing virtual learning environments;
  - Ownership of allocated intakes from point of entry through to pre-graduation. This specifically requires:
    - The monitoring and improvement (by means of detailed information analysis) of individual students' progression through the Programme;

- The monitoring of workshop evaluations to identify and address any areas of concern raised by students, with a view to the implementation of actions agreed by the Programme Area Manager;
  - Support to students in the use of Henley's online assignment submission area RISIS, and the signposting of additional areas including the examinations and assessment process support and information areas;
  - Support for students making a re-registration request, where casework advice and coordination is required prior to submission;
- Co-ordinated and detailed administration of the Flexible and Executive MBA workshops, providing support to students before, during and after workshops. This includes the organisation of materials (both ebooks and textbooks) for delivery to the UK and IPN, accommodation and teaching space bookings, catering and social event requirements and other associated tasks;
  - Consistent, accurate branded learning and workshop materials to students, both in electronic and paper form;
2. To apply the Flexible and Executive MBA Intake Timeline processes to support and direct the consistent application of the above.
  3. To provide direct support to allocated Henley IPN offices and to monitor their application of policies and processes for consistency and accuracy;
  4. To be responsible for the checking and oversight of all financial transactions, internal / external, raised against allocated intakes. This will include the raising of requisition orders as required for the programme (workshop costs including MBA intake starter events, external tutors / speakers, social events) and the processing of supplier invoices for payment.
  5. To take ownership of operational processes by identifying and addressing process and procedure improvements in line with the wider requirements of the Programme Area Managers for Flexible and Executive MBA Programmes and Full Time MBA Programmes.
  6. Communicating with the Recruitment Marketing team and other internal stakeholders to ensure the recruitment process runs in an effective and efficient manner.
  7. Coordination of all aspects of planning the twice yearly international study visits including identifying eligible students for each visit, agenda/timetabling arrangements, collation of visa requirements and booking of hotel and flight details for accompanying faculty.

### **Supervision received**

Reporting to the Programme Area Manager, MBA Programmes, Henley Business School, who provides direction, support, general advice and guidance.

### **Supervision given**

None required.

### **Contact**

Henley offer holders, students and visitors

Programme Directors, Module Conveners and other academic staff

University of Reading Admissions Office

Examinations Office

International Partner Network

Head of Programme Administration

SIS Office

Careers team

Hotel services staff

Staff across the wider Henley Business School

### **Terms and conditions**

As a full-time (36 hours per week) fixed term position located at the Greenlands (Henley). Working patterns are negotiable. Weekend and evening work will be required for which time-off-in-lieu (TOIL) is permitted.

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.

# PERSON SPECIFICATION

Job Title		School/Department
Programme Administrator (Flexible & Executive MBA)		Henley Business School
Criteria	Essential	Desirable
<b>Skills Required</b>	<ul style="list-style-type: none"> <li>• Strong verbal and written communication/interpersonal skills</li> <li>• Ability to work to and maintain effective systems and procedures</li> <li>• Attention to detail and high level of accuracy and methodical working</li> <li>• Confidence in being able to successfully build and develop professional relationships</li> </ul>	
<b>Attainment</b>	<ul style="list-style-type: none"> <li>• A Levels or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Strong understanding of Microsoft Office applications – Word, Excel, Outlook, PowerPoint</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of the administrative requirements in the HE sector;</li> <li>• Knowledge of current customer management practices</li> </ul>
<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a customer-facing role and evidence of providing a high quality service</li> <li>• Experience of administration in a busy office environment</li> <li>• Experience of successfully organising events and/or workshops</li> </ul>	<ul style="list-style-type: none"> <li>• Significant experience in working with minimal supervision</li> <li>• Experience in providing a professional service to customer groups from varied, diverging and demanding international and cultural backgrounds</li> <li>• Experience of automated student record and financial systems e.g. RISIS or Agresso</li> </ul>
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• Recognises high standards of customer-focused service delivery</li> <li>• Pro-active and flexible approach</li> </ul>	<ul style="list-style-type: none"> <li>• Remains calm under pressure</li> <li>• Comfortable dealing with a diverse, mature mix of customers</li> <li>• Confident to speak/present to a group</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Willingness to work at weekends</li> </ul>	

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Completed by: Kathy Jarvis, Programme Area Manager

Date: 9 June 2017