

# JOB DESCRIPTION

<b>Vacancy reference:</b>	SRF34139
<b>Post Title:</b>	Programme Administrator
<b>Grade:</b>	Grade 4
<b>School/Department:</b>	Student Services, Student Services and Operations
<b>Reports to:</b>	Senior Programme Administrator
<b>Responsible for:</b>	N/A

## Purpose

The purpose of this role is twofold: Firstly to provide comprehensive, end-to-end administrative support to the assigned academic portfolio of taught courses and programmes, in order to ensure a high quality teaching and learning experience for both students and staff.

Secondly, this role contributes to the day-to-day implementation and development of the University's Support Centres to continuously deliver consistent and integrated services and administrative processes to a high standard of service to our users; students, academic and professional services staff and the central University.

## Main duties and responsibilities

- Deliver best practice academic administration within the team from enrolment through to Graduation.
- Ensure a thorough knowledge of the designated programme and contribute to the devolved administration of students ensuring compliance with University policies and agreed protocols and timescales, including the:
  - academic and financial enrolment of students;
  - provision of learning materials and appropriate provision of programme documentation, handbooks and relevant learning materials to students;
  - maintenance of student programmes and the processing of data in relation to students' status such as course, mode of study, award aim, withdrawal, and suspension;
  - monitoring of data exception reports and resolve issues as necessary;
  - organisation of disability related adjustments;
  - support of activities such as field trips and study abroad;
  - specialist support and guidance to staff and students in collaboration with the Student Advice and Support manager;
  - administration of relevant school based bursaries and scholarships;
  - notification of student status changes to relevant colleagues and external bodies;
  - responsibility for assessment and coursework processes.
  - support of Extenuating Circumstances processes.
  - provide administrative facilitation of various University committees (i.e. take detailed minutes).
- Assist academic staff in the review, development and validation of the academic portfolio.
- Attendance at internal events to promote the programmes and the University. (This may require occasional attendance outside of normal working hours).
- Develop and sustain collaborative and effective working relationships with academic staff, RUSU and other colleagues within and outside the Support Centre.
- The line manager may assign other duties commensurate with the role.

**Supervision received**

Day to day supervision and Line Management will be received from the Senior Programme Administrator.

**Contact**

Internal contacts including academic colleagues, central services, other Support Centre staff and RUSU.

**Terms and conditions**

This is a full time post, 36 hours per week including occasional evening and weekend working such as for evening opening hours, open days and Welcome Week. This post is fixed term for 6 months.

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: 1 March 2018**

# PERSON SPECIFICATION

Job Title	School/Department
Programme Administrator	Student Services, Student Services and Operations

Criteria	Essential	Desirable
<b>Skills Required</b>	<ul style="list-style-type: none"> <li>• Ability to embrace change.</li> <li>• Excellent team working skills.</li> <li>• Ability to work effectively on own initiative and to tight deadlines.</li> <li>• Excellent organisational skills.</li> <li>• Ability to work under pressure.</li> <li>• Ability to work closely with academic colleagues.</li> <li>• Excellent and sensitive communication, negotiation and interpersonal skills.</li> <li>• Ability to draft concise notes and minutes from complex discussions.</li> <li>• Excellent analytical and numeracy skills and the ability to synthesize information.</li> <li>• Good IT skills and previous utilisation of Outlook and other MS Office products.</li> </ul>	
<b>Attainment</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE level or equivalent, with GCSE or equivalent passes in English and Mathematics.</li> </ul>	<ul style="list-style-type: none"> <li>• A Levels or equivalent</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• How to actively use, interpret and understand key policies, processes and regulations.</li> <li>• Awareness of the importance of data quality and confidentiality and a commitment to adhering to these policies.</li> </ul>	<ul style="list-style-type: none"> <li>• Good knowledge of key administrative processes for academic and student support within HE</li> </ul>

<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Experience of administration in a busy office environment.</li> <li>• Experience of working with a large and complex database including the maintenance of data.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in an HE environment.</li> <li>• Experience of providing administrative support to committees.</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>• Commitment to collaborative working and the ability to work with colleagues across the institution.</li> <li>• Commitment to the provision of an excellent customer service and a genuine enthusiasm for working within administration.</li> <li>• Strong focus on attention to detail and high quality output.</li> <li>• Resilient and flexible.</li> <li>• Positive about ongoing change within a dynamic organisation.</li> </ul>	

Completed by: E Forbes	Date: 28 Feb 2018
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