

JOB DESCRIPTION

Vacancy reference:	SRF30536
Post Title:	Programme Administrator – Army Higher Education Pathway (AHEP)
Grade:	Grade 4
School/Department:	Henley Business School
Reports to:	AHEP Programme Area Manager
Responsible for:	n/a

Purpose

The post holder will be a part of a dedicated Programme Administrator (PA) Team, to support the running and development of the Army Higher Education Pathway (AHEP) programme. Working closely with AHEP Senior Programme Administrators, this role supports the administrative needs of AHEP module convenors, Army student Officers and other key stakeholders of AHEP, both internal and external to the Henley Business School (Henley).

With regular liaison with academic colleagues from Henley Business School, the School of Politics Economics and International Relations (SPEIR), Army administrative counterparts and Student Officers, the post holder will build rapport, supporting the PA Team's objective to provide a high-quality customer-focused service.

This role is predominately based at our Whiteknights Campus, Reading with occasional requirements to visit Henley Greenlands campus and MOD sites including Sandhurst, Shrivenham and Andover.

Main duties and responsibilities

To work alongside the Senior Programme Administrators to support all related AHEP programme administration processes and activities. In line with the direction of the Programme Area Manager, the post holder will maintain the range of tasks associated with the operational delivery of AHEP programmes and modules.

1. Communication and relationships

- Communicate and liaise primarily with student officers via the AHEP-Admin email inbox and phone line on a rota basis, following procedures and providing established responses to the queries received. Providing timely and accurate responses.
- Building and maintaining internal relationships with AHEP academic tutors, module convenors from Henley and SPEIR and the AHEP programme director.
- Building and maintaining external relationships with the Army administrative team.

2. Teamwork

- Actively participate in AHEP admin team initiatives.
- Share and help develop good team practices and procedures.
- Have a flexible approach to the evolving demands of the developing AHEP programme.
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3. Administrative tasks

- Take responsibility for the administrative requirements of a group of modules.
- The AHEP administrative tasks include and are not limited to:
 - i. Registering student officers onto Canvas / AHEP portal
 - ii. Creating submission points on Canvas
 - iii. Administrative tasks around assignment submission and mark entry
 - iv. Tracking progress of the students' journey throughout the programme
 - v. Providing module and programme data as required.
- Manage time and workload around heavy periods of work
- Support the Senior Programme Administrators as appropriate.

Supervision received

Reporting to the Programme Area Manager, for Army Higher Education Pathway (AHEP)

Supervision given

N/A

Contacts

Programme Director

Module Convenors

Academic Tutors

RISIS Office / Exams Office / Admissions Office

School Office

Army Administrative Team

CDS

Canvas team

Terms and conditions

This is a full-time post (36 hours per week) located at the Whiteknights (Reading) campus. Some evening and weekend work may be required to support heavy workload periods for which time-off-in-lieu (TOIL) is permitted. Occasional travel to Henley Greenlands campus and to MOD sites will be required.

This document outlines the current duties required for this post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the Programme Area 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 Administrator (AHEP)	Henley Business School

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> Strong verbal and written communication and interpersonal skills Ability to work to and maintain effective systems and procedures Attention to detail and high level of accuracy and methodical working Ability to successfully build and develop professional relationships Proven IT skills, including OneDrive, Excel and Word and Outlook 	<ul style="list-style-type: none"> Advanced IT Skills, including Excel functions such as Pivot Tables, VLOOKUP
Attainment	<ul style="list-style-type: none"> Educated to A-Level or equivalent 	<ul style="list-style-type: none"> Educated to degree level or equivalent
Knowledge	<ul style="list-style-type: none"> Strong understanding of Microsoft Office applications 	<ul style="list-style-type: none"> Knowledge of current customer management practices
Relevant Experience	<ul style="list-style-type: none"> Experience of working in a customer-facing role Evidence of providing a high quality service Experience of administration in a busy office Experience in working as part of a team 	<ul style="list-style-type: none"> Experience of working with Canvas (VLE) Experience of working with automated student records systems i.e. RISIS.
Disposition	<ul style="list-style-type: none"> Pro-active and flexible approach Remains calm under pressure Comfortable dealing with a diverse mix of customers Awareness of the need for confidentiality 	
Other	<ul style="list-style-type: none"> Willingness to travel to Greenlands campus and Army bases when required Willingness to work outside normal working hours when required 	

Completed by: K Tetlow	Date: 28/09/2018
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