

JOB DESCRIPTION

Vacancy reference:	SRF30609 & 30758
Post Title:	Programme Administrator
Grade:	Grade 4
School/Department:	Henley Business School, Executive Education Programme Administration
Reports to:	Programme Area Manager, Executive Education Programmes
Responsible for:	n/a

Purpose

Working with Programme Directors, Henley Business School colleagues, and other key stakeholders this post supports the 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 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:

- Coordinate arrangements for workshops and other inter-module activities¹ 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 to a high professional standard. 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.
- Process programme related finance e.g. raise purchase orders and goods received.
- 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.

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

- 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/delegates.
- Provide data, reports and other Management Information (MI) on Executive Education programmes when requested.
- Ensure that programme related resources follow correct branding and copyright guidelines.
- Alert colleagues (Senior Programme Administrators or Programme Area Manager as appropriate) to potential issues and problems, seeking support and guidance.
- Maintain consistent high standards of service provision across the lifespan of the programme to ensure programme members feel very much part of the Henley community, whilst recognising the importance of repeat business for Henley Business School.
- Liaise with other administrators in the wider Programme Area Administration department to identify and promote "best practice" around processes and activities.

Specific to Qualification Programmes

- 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 students/delegates progression through the programme. Work with students/delegates 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.
- Support the administration of the examinations processes for the programme, working closely with the Examinations and Assessment Office.
- Support the development and updating of the suite of programme governance documentation applicable to programmes and Exit Award stages.

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

Students 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 post (36 hours per week). 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 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: July 2015

PERSON SPECIFICATION

Job Title	School/Department
Programme Administrator, Executive Education	Henley Business School

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • 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 and be involved in new areas of work • Excellent attention to detail and accurate 	
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"> • An understanding of the requirements and expectations of Executive Education within the UK Higher Education setting
Relevant Experience	<ul style="list-style-type: none"> • Experience of administration in a busy office environment providing a professional service to varied, diverging and demanding international and cultural backgrounds 	<ul style="list-style-type: none"> • Administrative experience in the UK Higher Education System • Experience of successfully organising events and/or workshops • Delivering presentations

Disposition	<ul style="list-style-type: none"> • Professional manner • Positive, resilient, and open to change • 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	<ul style="list-style-type: none"> • Flexible approach to work in order to meet deadlines • Willingness to work outside normal working hours to cover events (including weekends) 	<ul style="list-style-type: none"> • Willingness to travel in the UK and overseas

<p>Completed by: Corrie Barker Programme Area Manager, Executive Education</p>	<p>Date: 8th February 2018</p>
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