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**Job Description**

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| **Job title:** | **Programmes Administrator** |
| **Department/School:** | **Faculty of Science** |
| **Grade:** | **5** |
| **Location:** | **Shared Administrative Office** |

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| **Job purpose** |
| The postholder will form part of the Faculty’s Taught Programmes team, taking responsibility for all aspects of administrative support for one or more programmes, ensuring that services are efficient, effective and adapt to changing circumstances. The team will work together under the guidance of the Programmes Manager/Postgraduate Officer, developing common systems and processes standardised on best practice and ensuring that University regulations and procedures are adhered to. This is a busy and varied role which requires the postholder to communicate persuasively and tactfully with academic staff, to ensure cooperation and compliance with milestones in the academic year (e.g. setting examination papers). The postholder will also be in regular communication with students (which may include matters of confidentiality), so the postholder will need to have excellent organisational skills, demonstrate a good use of initiative and be able to interpret and apply complex information (e.g. assessment regulations). The postholder must be able to prioritise effectively and work to tight deadlines on his/her own initiative, and to learn new systems and procedures rapidly. |

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| **Source and nature of management provided** |
| Postgraduate Officer with input from the Programmes Manager (Operations). Other sources of management: Faculty Assistant Registrar, Director of Administration & Director(s) of Studies.  Programmes Manager  (Operations)  **↓**  Postgraduate Officer    **↓**  Programmes Administrator ( x 2) |

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| **Staff management responsibility** |
| N/A |

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| **Special conditions** |
| You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. These may include assisting in the facilitation of CPD activities or weekend activities such as Workshops, Open Days and other events. This will form part of your substantive role and you will not receive additional payment for these activities. Annual leave may be restricted during peak workload periods. |

| **Main duties and responsibilities** | |
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| **1** | **Support for Programme Delivery**   * Act as the primary point of contact for students, staff, visiting lecturers and other external stakeholders, dealing with enquiries and providing advice and guidance in a professional and timely manner * Establish, maintain and use clear and effective means of communication with staff and students * Maintain and develop the Virtual Learning Environment portal (Moodle), including uploading unit information and making updates as required and provide Tier 1 support for Moodle users including answering queries, creating courses, managing enrolements, supporting assignment queries and related tasks * Assist in the production of core programme information such as general handbooks and study materials, when required * Support the admissions processes for associated taught postgraduate distance learning programmes * Support the implementation and operations relating to the NHSE-funded Advanced Clinical Practitioner (ACP) programme, in particular, the development of specialisms such as Critical Care * Maintain and update associated web pages for the programmes * Understand relevant University regulations and Codes of Practice/Quality Assurance * Contribute towards internal and external accreditation processes when required * Provide administrative support to the Director(s) of Studies |
| **2** | **Student Records**   * Take responsibility for the creation and maintenance of accurate student records for students, including liaison with the Student Records Office (SREO) adhering to University regulations and Data Protection regulations * Ensure that accurate records of student attendance are maintained * Update changes of degree programmes and unit choices on the University student records system, ensuring that all student choices relating to their programme of study have been authorised, and are correct * Maintain, update and archive all student files, handbooks and records on a regular basis * Track changes of degree programmes and unit choices on the University student records system, ensure that all student choices relating to their programme of study have been authorised, and are correct. * Maintain an overview of students registered with Learning Support * Mainitain records of individual mitigating circumstances (IMCs) * Be aware of the implications of the Data Protection and Freedom of Information Acts on the processing of student and staff data |
| **3** | **Assessment**   * Collate and input data relating to assessment patterns on the student record system (SAMIS) * Collate all IMC paperwork and record outcomes of the IMC panel on SAMIS * Support all aspects of assessment ensuring all marks, results and decisions are collated in a timely fashion and recorded accurately * Coordinate the management of coursework submissions and set appropriate marking deadlines * Support moderation process * Support all aspects of reassessment processes * Produce letters and results transcripts for students as required. * Liaise with External Examiners and supporting their activities * Maintain retaining and archiving samples in adherence with the University Retention Policy * Oversee and manage data relating to assessment patterns on the student record system (SAMIS) * Assist in producing all required paperwork for Boards of Examiners meetings (agendas, reports and any other related documentation) where needed * Support secretary to designated Boards of Examiners to support effective departmental governance and decision-making, ensuring that accurate minutes are taken and actions are followed up where necessary and follow up on Chair’s Actions * Making arrangements for External Examiners visits and facilitating their attendance at the Boards of Examiners |

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| **4** | **Recruitment & Enquiry Management**   * Assist with marketing and recruitment activities, as and when required, to promote increased applications and high retention rates * Provide efficient and effective support in delivering a comprehensive, professional admissions service to applicants |
| **5** | **Teamwork**   * Be a proactive, collaborative and co-operative member of the Faculty Taught Programmes Team, contributing to the effective delivery of service in this team and others within the Faculty as a whole * Support other members of the team and provide assistance and guidance where necessary |
| **6** | **Commitment to the University’s Effective Behaviours Framework**  As a holder of the Association of University Administrators Mark of Excellence Award, the University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Professional Services staff are expected to exhibit these behaviours with a commitment to on-going personal development in these areas. Further details are outlined in the person specification. |
| This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main priorities and typical areas of activity of the post-holder. These activities are subject to change over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder. | |

**Person Specification**

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| **Criteria: Experience/Knowledge** | **Essential** | **Desirable** |
| Experience in an administrative support role preferably with experience of student administration or equivalent experience working in a busy office in an administrative role | 🗸 |  |
| Experience of working within the Higher Education sector |  | 🗸 |
| Good working knowledge of standard IT packages and databases including web-based management information systems and web authoring | 🗸 |  |
| Skills in University specific software (including SITS, Business Objects, Moodle) | 🗸 |  |
| Experience of maintaining clear and accurate records | 🗸 |  |
| Evidence of independent and effective team working | 🗸 |  |
| Experience of effectively organising a busy workload with sometimes conflicting priorities, to meet deadlines | 🗸 |  |
| Evidence of working within specific frameworks e.g. Quality Assurance compliance |  | 🗸 |
| Experience of servicing/minuting meetings |  | 🗸 |

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| **Criteria: Skills** | **Essential** | **Desirable** |
| Excellent written and oral communication skills, with a high level of accuracy and attention to detail | 🗸 |  |
| Excellent interpersonal skills in order to communicate effectively with staff, students and members of the public. Ability to develop good working relationships. | 🗸 |  |
| Ability to coordinate resources other than oneself (arrange events) | 🗸 |  |
| Competent, conscientious and motivated with a methodical approach to work | 🗸 |  |
| Ability to be adaptable and flexible and to learn new skills quickly | 🗸 |  |

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| **Criteria: Professional Qualifications** | **Essential** | **Desirable** |
| N/A |  |  |

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| **Criteria: Academic Qualifications** | **Essential** | **Desirable** |
| Good level of general education: educated to A Level (or equivalent qualification) or above | 🗸 |  |

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| **Effective Behaviours\***  To be most effective in this role the University has identified a set of effective behaviours. These behaviours do not examine technical competence, rather they identify the behaviour patterns that are valued due to them being consistent with high performance across the organisation. This table identifies how the EBF applies to this specific role: | |
| **Managing self and**  **personal skills:** | * Able to give and receive feedback constructively * Behaves professionally when faced with challenging situations * Demonstrates self-awareness * Is self-starting and proactive |
| **Delivering excellent service:** | * Listens with empathy, questions and clarifies in order to understand the needs of others * Tailors communication to meet the needs of stakeholders * Uses feedback to drive improvements * Takes responsibility for actions * Keeps up-to-date with relevant information in order to provide accurate advice and resolve complex queries |
| **Finding innovative solutions:** | * Thinks creatively and implements solutions for complex problems * Strives to continually improve own processes * Identifies gaps against best practice * Draws on experiences of self and others * Considers alternative options * Shares learning and experiences with others |
| **Embracing change:** | * Successfully performs in varying environments * Has a positive attitude towards change * Demonstrates flexibility and adaptability * Encourages experimentation and new ways of working * Encourages others to initiate and embrace change through influencing and persuasion |
| **Using resources:** | * Liaises outside of immediate work area to maximise use of resources within the University * Promotes efficient and cost-effective working practices * Proactively plans and prepares for future events * Establishes realistic milestones, reviews progress and adjusts accordingly * Effectively manages time and coordinates priorities, tasks and resources to achieve work outcomes |
| **Engaging with the big picture:** | * Understands links between individual, team and University objectives/strategies * Proactively builds networks with colleagues in different areas * Understands different perspectives and ways of working * Understands the context within which the team is operating |
| **Developing self and others:** | * Shows commitment to own development and learning * Engages with training activities * Recognises others’ contribution to the achievement of objectives * Uses delegation as an opportunity to develop others |
| **Working with people:** | * Acts fairly and respectfully towards others * Demonstrates honesty and integrity * Fosters a collaborative team-working environment * Has a comprehensive understanding of boundaries between the responsibilities of different roles |
| **Achieving results:** | * Takes personal responsibility for getting things done * Works effectively in order to meet deadlines * Monitors progress and provides regular updates * Maintains a high standard of work even when under pressure |