

Job Description

Job title:	Postgraduate Administrator (Taught)
Department/Faculty:	Faculty of Humanities & Social Sciences
Grade:	5
Location:	Graduate School

Purpose of the job:

This post holder will form part of the Faculty's Graduate School, taking responsibility for all aspects of administrative support for one or more of the Faculty's postgraduate taught programmes, ensuring that services are efficient, effective and adapt to changing circumstances. The team will work together under the guidance of the Graduate School Manager/Deputy Graduate School Manager, 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 involving daily communication with academic staff, students and potential applicants, so the post holder will need to have excellent organisational skills, demonstrate a good use of initiative and have the ability to multi-task and prioritise.

Source and nature of management provided

Graduate School Manager / Deputy Graduate School Manager (with academic input from the Associate Dean for Graduate Studies) and the Director of Administration

Staff management responsibility

N/A

Duties and Responsibilities:

Support for Teaching and Administration

- i To implement a set of common core business processes delegated by the Graduate School Manager / Deputy Graduate School Manager, standardised on best practice to support the postgraduate taught student life cycle and undertake regular reviews to ensure continuous improvement, balancing the needs of individual departments with efficiency benefits of aggregation and standardisation
- ii Deal with both internal and external enquiries on behalf of the Graduate School in a professional and timely manner
- iii Prepare information packs for incoming students and plan induction activities
- iv Act as the first point of contact for prospective, current and former PGT students to answer queries and provide information and guidance
- v Develop and apply knowledge of University policies, regulations and procedures as they relate to postgraduate taught provision and advise accordingly
- vi Establish, maintain and use clear and effective means of communication with staff and students, i.e. email distribution lists, notice-boards, web pages etc
- vii Assist in the production of core programme information, materials, teaching aids and programme handbooks
- viii Provide administrative support for PGT projects/dissertations
- ix Collect and file health & safety and plagiarism authorship declaration forms where appropriate
- x Distribute and collate evaluation questionnaires/feedback
- xi Coordinate and resolve and issues with timetabling arrangements for teaching, seminars, assessment etc, and produce the annual programme calendar, incorporating deadlines/key dates
- xii Organise open days, induction, graduation receptions and other events as required
- xiii Assist with the management of specialist lectures for students

Duties and Responsibilities: xiv Monitor and update noticeboards and web pages and provide administrative support for the Virtual Learning Environment 'Moodle' xv Provide administrative support to PGT Director(s) of Studies
Student Records i Process all forms relating to changes in students' circumstances ii Be aware of the implications of the Data Protection and Freedom of Information Acts on the processing of student and staff data iii Take responsibility for the creation and maintenance of accurate student records for all PGT students, in both paper and electronic formats, including liaison with Registry iv To ensure that accurate records of student attendance are maintained, liaising with the appropriate Director(s) of Studies to monitor and take appropriate action v Maintain, update and archive all student files, handbooks and records on a regular basis vi Set up and maintain a file for students registered with Learning Support and recording instances of individual mitigating circumstances vii Monitor student progress, advising students of possible study alternatives/payment options, referring queries on as appropriate
Assessment i Set calendar for receipt of assessments in conjunction with Director(s) of Studies and organise their collation and distribution for marking ii Retain & archive a sample set of assessments iii Manage the assessment process, ensuring all marks, results and decisions are recorded accurately, liaising with academic staff and external examiners, ensuring all deadlines are adhered to iv Process assessments, coordinate the moderation process and where applicable, coordinate and/or make changes to the exam papers once they have been received back from the External Examiner v Liaison with External Examiners including booking of accommodation, processing of expenses vi Organise, prepare agendas, produce paperwork and act as Secretary to Boards of Examiners and the IMC Panel vii Submit paperwork for the Boards of Studies meetings viii Produce letters and any result transcripts to be sent to students
Admissions i Manage the admissions process, acting in an advisory capacity to applicants, checking through application forms and accompanying documentation, notifying applicants of outcomes, establishing fee status and overseeing the registration process ii Maintain the admissions database, monitoring recruitment status and providing statistical data as required iii Provide support for recruitment and marketing activities iv To understand the Faculty's vision for PGT provision so as to be able, and aware of the need, to encourage pathways for students within the Graduate School from PGT to PGR studies
Team Work, Teaching & Learning Support i. As part of the Graduate School Team, to contribute to the effective delivery of service in this team and others within the Faculty as a whole ii. Expected to support other members of the team and provide assistance and guidance where necessary
Other i. Calculate and generate invoices for fees where appropriate and liaise with Credit Control The post is Faculty based and there may be occasions when the postholder's role and skill set may be required elsewhere, so flexibility will be essential.

Person Specification

Criteria	Essential	Desirable	Assessed by		
			App	Int	Refs
Qualifications					
Educated to A-level standard or equivalent qualifications with substantial experience or a graduate with proven relevant experience or equivalent experiential learning / work experience	✓		✓	✓	
Experience & Knowledge					
Previous 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 systems and databases including web-based management information systems and web authoring, ability to cope with changing technologies	✓		✓	✓	✓
Proficient user of university systems (SAMIS, Business Objects, Moodle)		✓	✓	✓	
Knowledge of immigration regulations, overseas qualifications, education systems and external agencies such as UKCISA and UK NARIC		✓	✓	✓	
Experience of successfully developing and implementing systems and processes	✓		✓	✓	
Experience of maintaining clear and accurate records	✓		✓	✓	
Skills					
Excellent organisational and time management skills	✓		✓		
Excellent communication and interpersonal skills in order to communicate effectively and sympathetically with staff, students and members of the public. Ability to develop good working relationships.	✓			✓	✓
Excellent written and oral communication skills, with a high level of accuracy and attention to detail	✓		✓	✓	✓
Excellent information management skills	✓		✓	✓	✓
Ability to analyse and present complex data		✓	✓	✓	✓
Experience of organising and servicing Examination Boards/Committees		✓	✓	✓	✓
Capacity to manage and prioritise a high workload, often working to tight deadlines	✓		✓	✓	✓

Criteria	Essential	Desirable	Assessed by		
			App	Int	Refs
Attributes					
Capacity for independent working and using initiative, as well as the ability to contribute as an active member of the team within the Faculty	✓			✓	✓
Competent, conscientious and motivated with a methodical approach to work	✓		✓	✓	✓
Adaptable and flexible, with the ability to learn new skills quickly	✓			✓	✓
Ability to organise and prioritise work effectively	✓			✓	✓
Customer focused, with a friendly, empathetic and helpful attitude	✓			✓	✓
Able to work to QA compliance	✓		✓	✓	✓

Code: A/F – Application form, I/T – Interview/Test, R - References