

Job Description

Job title:	Programmes Administrator (E-learning support)
Department/School:	Faculty of Science
Grade:	5
Location:	University of Bath Campus

Job purpose

This postholder will form part of the Faculty's Taught Programmes Team, playing a key role in providing e-learning support alongside having responsibility for other tasks in our Pharmacy taught postgraduate programmes (delivered by distance-learning). These tasks will include supporting assessment processes, maintaining student records, responding to enquiries from students, supporting the Director of Programmes and the Programme Leads, contributing to recruitment activities and workshop organisation. Under the guidance of a Programmes Officer, the postholder works within common systems and processes standardised on best practice, adhering to University regulations and procedures, and ensuring services are efficient, effective and adapt to changing circumstances.

The postholder also works closely with academic staff, ensuring cooperation and compliance with milestones in the academic year, and is in regular communication with students and potential applicants.

Source and nature of management provided

Programmes Officer with input from the Programmes Manager, Director of Administration & Director Programmes

Staff management responsibility

N/A

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 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. There is also the requirement for some travel within the UK.

Main duties and responsibilities

1	<p>Support for Programme Delivery</p> <ul style="list-style-type: none"> • Act as a first point of contact for distance learning students, staff, visiting lecturers and other external stakeholders, dealing with enquiries and providing advice and guidance in a professional and timely manner on matters relating to programme administration • 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, making updates etc. as required and actively seek ways to build on and improve current provision
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	<ul style="list-style-type: none"> • Provide 'Tier 1' support for Moodle users. This will include answering queries, creating courses, managing enrolments, supporting assignment queries and related tasks, seeking help where necessary • Work with the Programmes Officer to update support materials and produce screencasts and other help guides • Design and test new system enhancements • Lead and support on the development of new and innovative on-line learning materials • Liaise with colleagues from other areas of the University to ensure an integrated approach to the University's e-learning provision • Produce core programme information, materials, teaching aids and general handbooks • Maintain and update the web pages for the programmes • Contribute to the organisation and preparation of workshops, study centres, short courses and other key events relevant to programme/s • Understand relevant University regulations and Codes of Practice, ensuring that all quality assurance and enhancement requirements are met • Develop an understanding of and contribute to internal and external accreditation processes • Maintain an overview of students registered with Learning Support • Provide administrative support to the Director of Studies
2	<p>Student Records</p> <ul style="list-style-type: none"> • Take responsibility for the creation and maintenance of accurate student records, adhering to University regulations and Data Protection and Freedom of Information Acts, using the University's student administration system (SAMIS) • Ensure that accurate records of student attendance are maintained • 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, update and archive all student files, handbooks and records on a regular basis • Monitor student progress, advising students of possible study alternatives/payment options (for distance learning programmes), referring queries on as appropriate
3	<p>Assessment</p> <p>Support assessment processes by</p> <ul style="list-style-type: none"> • Supporting the development and creation of on-line assessments • Ensuring all marks, results and decisions are collated in a timely fashion and recorded accurately • Liaising with External Examiners and supporting their activities • Supporting the moderation process • Coordinating the management of coursework submissions • Producing letters and results transcripts for students as required • Retaining & archiving a sample set of assessments in adherence with the University retention policy • Supporting re-assessment processes <p>Support Boards of Examiners by</p> <ul style="list-style-type: none"> • Identify and resolve complex problems of student progression • Preparing complete and accurate Board reports for consideration at meetings • Servicing Board meetings • Following up actions/Chair's actions

	<ul style="list-style-type: none"> • Overseeing the Individual Mitigating Circumstances process
4	Recruitment & Enquiry Management <ul style="list-style-type: none"> • Assist with recruitment activities and deal with ad hoc enquiries promoting increased applications and high retention rates • Provide efficient and effective support in delivering a comprehensive, professional admissions service to applicants
5	Teamworking <ul style="list-style-type: none"> • 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 <p>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.</p>
<p>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.</p>	

Person Specification

Criteria: Experience/Knowledge	Essential	Desirable
Experience in an administrative support role preferably with experience of student administration or equivalent	✓	
Experience of working within the Higher Education sector		✓
Good working knowledge of standard IT packages and databases	✓	
Knowledge of technology enhanced learning, in particular the use of a Virtual Learning Environment	✓	
Knowledge of operational matters involved in overseeing systems used for Technology Enhanced Learning (such as Virtual Learning Environments)		✓
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 devising and managing projects involving multiple stakeholders		✓

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	✓	

Criteria: Professional Qualifications	Essential	Desirable
N/A		

Criteria: Academic Qualifications	Essential	Desirable
Educated to A Level (or equivalent)	✓	
Education to degree level (or equivalent) or equivalent relevant professional experience		✓

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:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • Liaises outside of immediate work area to maximise use of resources within the University

	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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