



Job Description

Job title:	Programmes Administrator
Department/School:	Faculty of Engineering & Design
Grade:	5
Location:	Faculty Student Centre

Job purpose

This postholder will form part of the team supporting taught programmes in the Faculty, taking responsibility for the administrative support of one or more taught programmes. This includes supporting assessment processes, maintaining student records, responding to enquiries from students, supporting Director(s) of Studies and contributing to recruitment activities. Under the guidance of the Programmes Officer(s), 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 Faculty Assistant Registrars, Director of Administration & Director(s) of Studies

Staff management responsibility

Depending on the size of the programme, the postholder may be required to manage the workload of an Administrative Assistant

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. This will form part of your substantive role and you will not receive additional payment for these activities

You may occasionally be required to work on weekends to support relevant events. You will be able to take this time off in lieu in recognition of the additional hours. Please note that annual leave may be restricted during peak workload periods.

Main duties and responsibilities

1	<p>Support for Programme Delivery</p> <ul style="list-style-type: none"> • Implement and work within a set of common core business processes, standardised on best practice and adhering to University regulations and codes of practice in support of the student life cycle • Act as a 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 on matters relating to programme administration • Establish, maintain and use clear and effective means of communication with staff and students
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	<ul style="list-style-type: none"> • Maintain and develop the virtual learning environment portal, including uploading unit information, making updates etc. as required • Assist in the production of core programme information, materials, teaching aids and general handbooks • Organise Open Days, induction, graduation receptions, residentials and other key events relevant to programme/s • Support timetabling activities, including resolving of timetabling problems for students and teaching staff • Support Staff Student Liaison Committees (SSLC) • Identify and resolve complex problems of student progression • 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 • Support Unit Convenors and the Director(s) of Studies with unit and programme changes for DLTQC approval (and following FLTQC approval), ensuring that version control of programme documentation is maintained • Provide administrative support to Director/s of Studies
<p>2</p>	<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
<p>3</p>	<p>Assessment</p> <p>Support assessment processes by</p> <ul style="list-style-type: none"> • Supporting the production of exam papers • 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 • Preparing examination invigilation schedules • Producing letters and results transcripts for students as required • Retaining 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"> • Preparing complete and accurate Board reports for consideration at meetings • Servicing Board meetings • Following up actions/Chair's actions • Overseeing the Individual Mitigating Circumstances process

4	<p>Recruitment & Enquiry Management</p> <ul style="list-style-type: none"> Assist with recruitment activities such as the UCAS days/PGT Recruitment and University Open Days, promoting increased applications and high retention rates
5	<p>Teamworking</p> <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	<p>Commitment to the University's Effective Behaviours Framework</p> <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 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		✓

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 Degree level or equivalent qualification or experience	✓	

Effective Behaviours	
<p>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:</p>	
Grade 5 Administrator	
Area of Influence	Within team
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 • 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