



Job Description

Job title:	Programme Administrator
Department/Faculty:	School of Management
Grade:	5 (0.6 FTE)
Location:	MSc Office

Purpose of the job:

This post holder will form part of the School's MSc Office team, taking responsibility for aspects of administrative support for the MSc suite of programmes, ensuring that services are efficient, effective and adapt to changing circumstances.

The team will work together, developing common systems and processes standardised on best practice and ensuring that University regulations and procedures are adhered to. The post holder will also be in regular communication with students (which may include matters of confidentiality) and potential applicants so the post holder will need to have excellent organisational skills, demonstrate a good use of initiative and be able to interpret and apply complex information).

This is a busy and varied role which requires the post holder to communicate persuasively and tactfully with academic staff, to ensure cooperation and compliance with milestones in the academic year. The post holder must be able to work to tight deadlines on his/her own initiative, and to learn new systems and procedures rapidly.

Source and nature of management provided

Role reports to Head of MSc Operations. Operational guidance is available from the Assistant Dean for Postgraduate Taught Programmes, Directors of Studies or Admissions Tutors.

Staff management responsibility

Not applicable

Duties and Responsibilities:

The post-holder will also have primary responsibility for the day-to-day administration for one or more MSc programmes, including processing of admissions applications. This is an extremely busy role in which an eye for detail is paramount. The post is for the equivalent of 3 days per week. There is potential for flexibility with respect to the hours worked.

A small amount of overtime working will be needed for special events and at peak times. This will generally be compensated by time off in lieu.

Duties and Responsibilities:	
1	<p>Support for Teaching and Administration</p> <ul style="list-style-type: none"> i Act as a point of contact for MSc programme students, staff and visiting lecturers, dealing with enquiries and providing support ii Establish, maintain and use clear and effective means of communication with staff and students, i.e. email distribution lists, notice-boards, web pages etc iii Assist in the production of core programme information, materials, teaching aids and general handbooks iv Ensure that copies of all forms are up to date and appropriately stocked for use by students and/or staff v Assist with induction events and prepare information packs for incoming students vi Provide administrative support for Personal Tutorial system vii Provide administrative support to the Director(s) of Studies
2	<p>Student Records</p> <ul style="list-style-type: none"> i Process all forms relating to changes in students' circumstances ii Be aware of the implications of the Data Protection, Freedom of Information Acts and UK Border Agency rules on the processing of student and staff data iii Take responsibility for the creation and maintenance of accurate student records, in both paper and electronic formats, including liaison with the Student Records Office (SREO) iv 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 v Liaise with Student Records, and other academic Departments regarding students' unit choices as required vi Maintain, update and archive all student files, handbooks and records on a regular basis vii Set up and maintain a file for students registered with Learning Support and recording instances of individual mitigating circumstances
3	<p>Problem Solving</p> <ul style="list-style-type: none"> i. Identify complex problems of student progression, and seek advice on their resolution with Director of Studies ii. Advise students on programme eligibility, and to refer students to Student Experience Officer for pastoral care iii. Resolve any problems associated with Student Records System (SAMIS). This is done in consultation with SREO and the SAMIS development team
4	<p>Recruitment and Enquiry Management</p> <ul style="list-style-type: none"> i Process applications, to include accurate recording of data in the University Student Record system and other databases with the aim of 100% accuracy ii Help with University and School PG Open Days, present a welcoming public face to the applicants and their families iii Assist with marketing as and when required to promote increased applications and high retention rates iv Meet with potential applicants and parents who visit the School outside the official Open Days, as required

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	<ul style="list-style-type: none"> v Monitor Request Tracker (web-based enquiry system) queues and respond to queries vi Help to monitor the responses of applicants to decisions, ensure applicants receive feedback on the progression of their admissions status vii Record rejected students and send out rejection letters viii Communicate information on visa requirements ix Liaison with Admissions Office, International Office and other key central sections of the University.
5	<p>Assessment</p> <ul style="list-style-type: none"> i Organise the receipt, collation and distribution of all student assignments/projects for marking ii Retain & archive sample set of coursework iii Act as secretary to designated student issues committees (i.e. mitigation panels) to support effective departmental governance and decision-making, and to ensure that proper records are kept and accurate results are issued. iv Production of letters and results transcripts to be sent to students
6	<p>Other</p> <p>General support duties to ensure the smooth running of the MSc office. To include:</p> <ul style="list-style-type: none"> i Other duties as allocated by Head of MSc Operations. ii Reception: occasionally provide cover, along with colleagues, for reception iii Support for other Programme Administrators: to share work of others at peak work load periods vi Provide materials to staff lecturing on the School's MSc programmes. Provide travel and parking details to visiting lecturers, assisting them on arrival.
<p>The post holder will, from time to time, be required to undertake other duties of a similar nature as may reasonably be required by his/her line manager. The post is School based and there may be occasions when the post holder's role and skill set may be required elsewhere within the School, so flexibility will be essential.</p>	



Person Specification

Criteria	Essential	Desirable	Assessed by		
			App form	Int	Refs
Qualifications					
Good level of general education; educated to A Level (or equivalent) or above	✓		✓		
Education to degree level or equivalent		✓	✓		
Experience & Knowledge					
Substantial 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	✓		✓	✓	✓
Experience of working in a customer service environment		✓	✓	✓	
Evidence of effective team working	✓		✓	✓	✓
Experience of maintaining clear and accurate records	✓		✓	✓	
Skills					
Excellent IT skills including word processing and spreadsheet packages	✓		✓	✓	✓
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	✓		✓	✓	✓
Experience and sensitivity of working with people from a wide range of cultures.	✓		✓	✓	

Criteria	Essential	Desirable	Assessed by		
			App form	Int	Refs
Information management skills including a high level of accuracy and attention to detail	✓		✓	✓	✓
Capacity to manage and prioritise a high workload, often working to tight deadlines	✓		✓	✓	✓
Attributes					
Capacity for independent working as well as the ability to contribute as an active member of the team within the School	✓			✓	✓
Competent, conscientious and motivated with a methodical approach to work	✓		✓	✓	✓
Adaptable and flexible, with the ability to learn new skills quickly	✓			✓	✓
Customer focused, with a friendly and helpful attitude	✓			✓	✓