

This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Job holders should be consulted over any proposed changes to this job description before implementation.

Job Title: Programme Administrator

Report to: Student Administration Officer

Grade: NG3

Location: Various

Purpose:

To undertake a range of administrative responsibilities to underpin the smooth running of Faculty courses and enhance the student experience. This includes being a member of course teams working closely with academic staff to support them and our students

Principal Accountabilities:

The team of administrators in the Faculty Registry undertake a wide range of administrative responsibilities to support the delivery of a high quality service to students on the programmes of the Faculty.

1. Advising students and academic staff on University regulations, procedures and services. Deliver a high level of customer care, providing efficient information and advice in person, writing and by telephone.
2. Create and maintain comprehensive student records using the University's student record system and to interpret student data in order to inform management reporting.
3. Prepare module registration information, programme planning and timetabling advice to students. Registering module choices and subsequently providing information to staff.
4. Undertake all administrative duties in relation to assessment, including a decision making role in relation to mitigating circumstances claims.

5. As part of the course team, regularly meet with the Course Leader to review student profiles and attendance, identify potential issues, provide advice on University processes and regulations and take action as required.
6. Prepare materials required for assessment boards in liaison with Course and Module Leaders.
7. Service assessment boards and Faculty Committees, recording decisions and discussions of individual students. Produce timely accurate minutes following board meetings and liaise with the Chair on any action required.
8. Assist in the preparation for, and participate in, enrolment, orientation and module registration processes and liaise with the Finance Office regarding student fee issues.
9. Within the restrictions of statutory requirements including the Data Protection Act, liaise with third parties on behalf of students (Home Office, sponsors, etc).
10. Undertake any other appropriate administrative duties as directed by the Line Manager, which are appropriate to the grade.

Context

The Faculty Administration supports core business functions of supporting academic and business governance and management of the Faculty structure in the University, ensuring the effective and consistent implementation of policies, procedures and regulations.

PERSON SPECIFICATION

	Essential criteria	Desirable Criteria
Qualifications	A level or equivalent experience	Graduate or equivalent experience
Training and Experience	<p>Experience of working in a team</p> <p>High standard of numeracy and literacy.</p> <p>Highly IT literate with excellent MS Office skills.</p> <p>Experience of working in an administrative position</p>	<p>Experience of working in Higher Education.</p> <p>Experience of working in Customer service and delivering a high standard of customer care.</p> <p>Experience in the use and application of student record systems.</p>
Aptitude and abilities	<p>Strong oral and written communication skills</p> <p>Ability to establish good working relationships with staff, students and external bodies</p> <p>Ability to work in an efficient and organised manner with the ability to prioritise and handle multiple tasks</p> <p>Strong attention to detail</p> <p>Ability to use tact and discretion when working with sensitive and personal issues</p> <p>A proactive approach to problem solving.</p> <p>A flexible attitude to changing workloads</p> <p>Strong commitment to providing excellent customer care to a range of stakeholders</p> <p>Strong motivation to work in Higher</p>	

	Education	
Personal Attributes	<p>Self motivated with a flexible positive attitude.</p> <p>Ability to work well under pressure on own initiative and as part of a busy team.</p>	

Other

At certain times of the year it may be necessary to work outside normal working hours.