CANDIDATE PACK

Course Administrator

Academic Registrars Department

UNIVERSITY OF WESTMINSTER

OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust – compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.

OUR **PRIORITIES**

The University's 2022-2029 strategy, Being Westminster, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.

OUR OBJECTIVES **2022-2029**

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.

A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, Contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.

OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

College of Creative Arts and Technologies

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement and Graduate Futures Directorate
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Information Systems and Support
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services
- Research and Knowledge Exchange Office
- Graduate School
- Learning Innovation and Digital Engagement

JOB DESCRIPTION

Job Title: Course Administrator
Reports to: Senior Student Administration Officer
Department: Academic Registrars Department
Grade: NG3

ROLE PURPOSE

The Course Administrators in the Campus Registries undertake a wide range of administrative responsibilities to support the delivery of a high-quality service to students and colleagues. The postholder will be a member of the Registry team, assisting with day-to-day registry enquiries, and face-to-face appointments with students, providing advice and guidance as required. The role requires Course Administrators to be authoritative and confident, developing and maintaining specialist, up-to-date knowledge of the University's Academic Regulations and how this applies to individual student circumstances.

The Course Administrator takes responsibility for the administration of assigned courses and modules, supporting students and working in partnership with academic course teams on all matters relating to course and module administration. This includes module registration, assessment, Progression and Award Board preparation and follow-up, and support for enrolment. The postholder also takes ownership of student data in the Student Record System in relation to their assigned modules and courses.

PRINCIPAL ACCOUNTABILITIES

- Create and maintain comprehensive student records using the University's student record system, including enrolment record creation and maintenance, interruption of studies, withdrawals, course transfers, fee variations, target awards etc. Attend training as necessary to develop and maintain up-to-date operational knowledge and assist with testing updates to the Student Record System software.

- Provide specialist advice to students referred by the Library and Student Centre team and academic colleagues on University regulations, procedures and services. Respond promptly and courteously to colleague and student queries, providing accurate and efficient information and advice in person, in writing, by telephone, by email, and through tickets received from the Library and Student Centre team via their enquiry management system. .

- Prepare module registration information and programme planning and timetabling advice to students. Register module choices, chase students for gaps or errors in their choices, and relay information to academic colleagues.

- Undertake administrative duties in relation to assessment, including a decision-making role in relation to Mitigating Circumstances claims.

- As part of designated course teams, meet regularly with the Course Leader to review student profiles , identify potential issues, provide advice on University processes and regulations and take action as required.

- Provide accurate advice to students on the consequences of failure and/or deferrals and the best course of action for them to retrieve the necessary credits in order to progress and complete their student journey.

- Prepare materials required for Progression and Award Boards in liaison with Course and Module Leaders, including extracting data and running reports from the Student Records System. Act as Clerk to Progression and Award Boards, recording decisions and discussions of individual students. Produce timely, accurate minutes following board meetings and liaise with the Chair on any actions.

- Participate in enrolment and arrivals events, module registration processes, and graduation ceremonies.

- Provide local support for exam arrangements in liaison with the central Student Lifecycle team.

- Liaise with other University offices regarding student fee issues.

- Liaise with third parties on behalf of students (Home Office, sponsors, etc), within the restrictions of statutory requirements including the Data Protection Act.

- Undertake any other duties as appropriate within the remit of the grade, as required by the Line Manager.

CONTEXT

The Academic Registrar's Department (ARD) is responsible for oversight of academic and student administration services across the University. It has an establishment of over 100 colleagues. The ARD mission statement is outlined below:

The Academic Registrar's Department will be recognised for excellence and professionalism in leading the University's academic administration and academic governance functions. As a team of specialist professional practitioners, and through the provision of expert advice and the ownership and management of holistic and efficient administrative processes and policies, we will meet our responsibilities by:

- *assuring academic standards and enhancing academic quality through the effective management of the University's academic infrastructure;*
- *supporting the strategic leadership and delivery of learning, teaching and assessment;*
- *delivering a seamless student journey through the administrative lifecycle from enrolment to graduation and beyond, wherever appropriate using technology to improve efficiency, remove barriers and provide*

solutions that will allow stakeholders to access our services wherever and whenever is convenient to them;

- *ensuring the quality and integrity of all student- and course-related data, and developing effective and efficient data management and related business processes; and*
- *ensuring the effective delivery of College activities, events and processes through the provision of professional support to Heads of College and their senior teams.*

Our work will enhance the student experience through anticipating and responding to student need and putting the student's expectations at the heart of all that we do.

The University has three Campus Registries, located at the Harrow, Marylebone and Fitzrovia campuses. The Campus Registries deliver the local student administration function, operating processes and providing services and support to students and academic course teams based on that Campus, regardless of the academic School or College to which they belong.

Each Campus Registry has a team of Course Administrators who have a wide range of administrative responsibilities in support of a portfolio of undergraduate and postgraduate taught courses. The Course Administrators provide a professional and efficient information and advice service for students, maintaining accurate student profiles using the University's student record system and other related systems. Face-to-face contact with students is arranged by appointment, and there is a lot of contact with external agencies, and close working with academic colleagues to support them and our students. As such, the role requires specialist, up-to-date knowledge of the University's Academic Regulations.

DIMENSIONS

The postholder will have no staff management responsibilities, but may be required to supervise temporary colleagues, including invigilators, employed during the examination period.

There are approximately 22,000 students in the University and 1,000 academic colleagues.

Each Course Administrator will be responsible for an average of approximately 15 courses, 80 modules and up to 750 students. The courses and modules assigned may change over time.

At certain busy times of the year (for example during enrolment, examination and assessment, graduation and course modification periods), it may be necessary for ARD colleagues to work outside normal working hours, including occasional weekends, and annual leave may be restricted during these times. Any additional hours worked will be compensated in accordance with the University's overtime policy.

All ARD colleagues may be required to help support any ARD activity according to business need, whether or not that activity forms a core part of the postholder's job description.

The University requires all postholders to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

KEY RELATIONSHIPS

- Head of Campus Registry Services
- Campus Registry Managers
- Senior Student Administration Officers
- Student Administration Coordinator
- Library and Student Centre Team
- Student Records and Systems (SRS) Team
- Student Retention and Engagement Team
- Student Lifecycle Team
- College Offices
- Academic Colleagues and Course Teams

PERSON **SPECIFICATION**

QUALIFICATIONS

Essential

- A level or equivalent practical experience which demonstrate the relevant skills required to do the job

Desirable

- Graduate or equivalent practical experience which demonstrate the relevant skills required to do the job

TRAINING AND EXPERIENCE

Essential

- Successful experience of working in a team
- High standard of numeracy and literacy
- Highly IT literate with excellent MS Office skills
- Successful experience of providing an administrative service
- Experience of providing excellent customer care to a range of stakeholders.
- Experience of managing high volume workload and of prioritising activities appropriately.

Desirable

- Experience of working in Higher Education
- Experience of working in customer service and delivering a high standard of customer care.
- Experience in the use and application of student record systems.

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Strong oral and written communication skills
- Ability to understand complex regulations and procedures and relay these to others.
- Ability to establish good working relationships with colleagues, students and external bodies.
- Ability to work in an efficient and organised manner with the ability to prioritise and handle multiple tasks.
- Strong attention to detail
- Ability to use tact and discretion when working with sensitive and personal issues.
- A proactive approach to problem solving.
- A flexible attitude to changing workloads.
- Strong motivation to work in Higher Education.
- Self-motivated with a flexible positive attitude
- Ability to work well under pressure on own initiative and as part of a busy team.
- Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

HOW TO **APPLY**

To apply for this vacancy, please visit our vacancies page where you will be able to register as a candidate and complete your online application.

You will be requested to upload a CV which will be used to populate relevant sections of your application. You will also be requested to complete a concise statement in support (ideally no longer than 1000 words), addressing the criteria in the Person Specification and your motivation for applying.

The deadline for receipt of applications is 11.59pm on 12 November 2026.
Interviews are likely to take place on 19 November 2026.

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.

OUR **BENEFITS**

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.

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