

# JOB DESCRIPTION AND PERSON SPECIFICATION

<b>Job Title:</b> Assistant Programme Administrator	<b>Salary:</b> £24,034 pa
<b>Contract Length:</b> Permanent	<b>Hours/FTE:</b> 35 per wk/1.0
<b>Grade:</b> 2	<b>Location:</b> Lime Grove
<b>Accountable to:</b> Programme Administration Manager	<b>College/Service:</b> London College of Fashion, College Academic Registry

## Purpose of Role:

To provide a full and comprehensive administrative support and record maintenance for a specified portfolio of courses, in accordance with the procedures and regulation of UAL, acting as the first point of contact for student enquiries.

The role holder will be expected to contribute to the overall effective service delivery of providing information and support to ensure a high quality student experience through the delivery of College Academic Registry service provided to academics and students in accordance with agreed standards.

## Main Responsibilities:

- Provide administrative support within the agreed timescales and service level agreements including but not limited to the following:
  - Supporting communication between academic course teams members and students, to assist in delivery of a high quality student experience
  - Responding to student queries and on course enquiries via email, Moodle, phone and face to face
  - Assisting with the input of student related data and maintenance of accurate student records, including the processing of Withdrawals, Transfers, Year Out, Partial Year Out requests and Extenuating Circumstances claims, archiving and records management
  - Assisting with the maintenance of relevant filing and administrative systems
  - Supporting the monitoring of student registers and attendance
  - Supporting the administration of student feedback process
  - Supporting student assessment submission, taking receipt of student work and maintaining associated systems and records
  - Checking of student assessment results onto the system, in accordance with UAL procedures
  - Assisting with the preparation of relevant documentation for examination and production of results letters
  - Assisting with the production of handbooks
  - Assisting Course Leaders in the maintenance of Course Moodle pages, posting announcements and populating with received academic content
  - Assisting with students' tutorial attendance records and associated communications
  - Adhering to agreed processes and procedures, providing a consistent and coordinated approach to programme related administration
  - Providing administrative support for degree shows and study abroad trips
  - Providing a general information and reception service for student-facing services on the Student Contact Desk as required; acting as an interface between staff and students, referring visitors and telephone callers to the appropriate point of contact or specialist services
  - Ordering stationary
- In partnership with Course Leaders providing administrative support for student Induction sessions
- Assist with the facilitation of College enrolment sessions in accordance with UAL procedures

- Keeping abreast of course developments in order to be able to impart current information to students and in the support of course teams
- Providing a seamless and excellent customer service to staff and students

**General:**

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
- Work flexibly and provide cover for colleagues to meet variations, peaks and troughs in workloads. This may require working temporarily at another site during these times
- As a member of staff in Academic Registry you may be asked to assist in other areas of the department's work in order to maintain required levels of service during University-wide Registry activities such as Graduation and Enrolment. This may require working temporarily at another site during these events.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

**Key Working Relationships:** Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Programme Directors
- Course Leaders
- University Academic Registry

**Specific Management Responsibilities**

**Budgets:**

**Staff:**

**Other** (e.g. accommodation; equipment):

Signed \_\_\_\_\_ Date of last review \_\_\_\_\_

(Recruiting Manager)

**Job Title: Assistant Programme Administrator**

**Grade: 2**

**Person Specification**

Specialist Knowledge/ Qualifications	A-level or equivalent
Relevant Experience	Experience of working in a front line, customer focused position  Ability to use a range of Microsoft Office applications  Experience of using a range of databases
Communication Skills	Communicates effectively orally, in writing and/or using visual media  Has experience of compiling own correspondence; data entry and producing letters / emails
Research, Teaching and Learning	
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or customer service.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve day-to-day-problems