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| **JOB DESCRIPTION AND PERSON SPECIFICATION** | |
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| **Job Title**: Programme Administrator, UAL Creative Computing Institute | **Line Manager**: Programme Quality and Operations Manager |
| **Contract Length**: Permanent | **Hours per week/FTE**: 35 / 1.0      **Weeks per year**: 52 |
| **Salary**: £31,777.00 - £38,468.00 per annum | **Grade**: 3 |
| **College/Service**: UAL Creative Computing Institute | **Location**: Camberwell / Remote working |

**Purpose of Role**

To provide customer focused proactive, full and comprehensive support for the student journey for a portfolio of UAL Creative Computing Institute (CCI) courses.  The post holder will support students and staff by providing effective information and guidance; including the effective management of the student records.

To work on key processes such as enrolment. Within the CCI to work with both local and central teams where appropriate.

To support course administration of functions including, updating Moodle, timetabling and monitoring attendance. The role will also provide support to other administrative processes within CCI.

**Duties and Responsibilities**

Provide administrative support within the agreed timescales and service level agreements, providing administrative support as required, including but not limited to the following:
- Providing high standard of customer service to staff and students.
- Responding to student queries and on course enquiries.
- Responding to applicant queries.
- Supporting academic staff and students with the interpretation of University, College and School requirements in respect of Academic Registry regulations and procedures.
- Adhering to agreed processes and procedures, providing a consistent and co-ordinated approach to programme related administration.
- Updating both students and staff on course developments.
- Maintaining and archiving accurate student records, including the processing of withdrawals, transfers, year out.
- Maintenance of student and course data for accuracy and to contribute toward easing the student journey.
- Maintenance of relevant filing and administrative systems.
- To support enrolment sessions and student assessment submissions.
- Inputting student assessment results onto the system, preparing documentation for assessments and clerking examination boards and other related meetings.
- Communicating student results.
- Monitoring of student attendance, including awareness of statutory requirements.
- Producing accurate registers.
- Supporting the administration of student feedback process.
- Providing administrative support for formal student representation.
- Assisting Course Leaders with updating Course Moodle pages.
- Supporting student tutorial planning, recording of attendance and assisting with associated document production.
- Support Course teams in the timely collation of timetable information.  Update the information with the timetabling team and support checking and accuracy of the timetables.
- Supporting the Dean and/or Programme Director with preparation for continuous monitoring, quality review, course validation and external examiner nominations.
- Advise academic staff on quality assurance and enhancement matters, alongside the Quality Assurance team.

- Collation and production of handbooks including the administration of modifications.
- Administrative support for the appointment and management of external examiners, including liaison, responding to their queries.
- Support for administration of delivery of enterprise projects in the course and programme.
- Supporting the administration of placements paperwork/process and liaison with course teams about this.
- As part of wider course and programme teams to contribute to the student experience and associated metrics including NSS and ISS.

**General**
- Perform duties consistent with your role which, on occasion, may be assigned to you anywhere within the University; You may need to assist across Academic Registry 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.
- Undertake Health and Safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- Undertake continuous personal and professional development 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.
- 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.
- Conduct financial matters associated with the role in accordance with the University's policies and as laid down in the Financial Regulations.

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**Specific Management Responsibilities**

**Budgets**:  None

**Staff**:  None

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

Signed  Signed _____   Ben Stopher  Date of last review _____ 3/11/2020
(Recruiting Manager)

# Title: Programme Administrator          Grade:      3

| Person Specification | |
|---|---|
| Specialist Knowledge/ Qualifications | • Relevant degree or equivalent relevant experience<br>• Knowledge and experience of working in an HEI |
| Relevant Experience | |

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| | • Relevant administrative experience of working in a fast-paced environment<br>• Experience of providing support<br>• Significant customer service experience<br>• Experience of producing qualitative, analytical reports |
| Communication Skills | Communicates effectively orally, in writing and/or using visual media |
| Planning and Managing Resources | Plans, prioritises and organises work to achieve objectives on time |
| Teamwork | Works collaboratively in a team and where appropriate across or with different professional groups |
| Customer Service | Provides a positive and responsive customer service |
| Creativity, Innovation and Problem Solving | Uses initiative or creativity to resolve problems |

**Last updated: September 2020**