|  |  |  |
| --- | --- | --- |
| JOB DESCRIPTION | | |
| **Job title**: Presessional Course Administrator | **Accountable to**: Head of Presessional Programme | |
| **Contract length**: Permanent | **Hours per week**: 35 | **Weeks per year**:52 |
| **Salary**: £29,358 - £35,839 (with potential contribution range to £37,715) | **Grade**: 3 | |
| **Service**: Language Centre | **Location**: High Holborn (September to May)  Presessional location (currently Camberwell) June to August | |
| **What is the Language Centre?**  The Language Centre offers accredited English language courses and also runs small modern languages and intercultural training programmes. English courses include English & Arts and Presessional as well as Language Development for UAL students.  UAL Presessional and Exam Preparation Intensive Courses (EPIC) help around 700 students a year improve their levels of English to meet main course entry requirements. The majority of Presessional and EPIC students attend courses between April and September. Presessional and EPIC student numbers are growing and we expect this growth to continue. | | |
| **What is the purpose of the role?**  The post-holder’s main objective is to provide strong customer service and efficient administrative support to Presessional and EPIC academic managers, tutors and students. | | |
| **Duties and Responsibilities**   * To act as first point of contact for general enquiries from students, staff, international partners and the general public, via the phone, e-mail, correspondence and face-to-face on areas including Presessional Programmes, accommodation and general University information.      * To answer enquiries from students and their overseas representatives once they have joined the Presessional programme. * To refer students and visitors to key members of staff in the Language Centre and other University departments, liaising to ensure that students are expected and their queries dealt with as appropriate. * To provide general administrative support to the Presessional Programmes activities, inputting of data and student information onto the student record system, room bookings, document production such as student letters, filing, record keeping and providing cover for the other administration team staff members, in line with UAL protocols. * To produce ID Cards for Presessional and EPIC courses * To oversee the work of Presessional on course summer administrative assistant and ensure all on course administrative work is completed. * To manage the creation and production of timetables and registers for Presessional Programmes * To monitor students attendance on Presessional Programmes in line with UKVI and safeguarding standards and policies. * To develop, improve and maintain office administration systems and processes (e.g. registers, timetabling) * To use University data management systems, including SITS and Moodle effectively in administration of all elements of Presessional and EPIC courses including end of course assessments and results * To assist the Presessional academic team with course material design and enhancement * To arrange process for feedback to be delivered to students who have not successfully completed the course at the end of the Presessional and EPIC courses * To consult with Head of Presessional Programmes and staff teams to ensure that systems and processes adopted are relevant and appropriate * To check Presessional teachers’ administration, particularly relating to assessments and liaison, and to produce appropriate reports for the Head and Assistant Head of Programme to work with * To record staff absences and report information to HR and payroll as appropriate * To work with the Head and Assistant Head of Presessional Programmes to ensure the smooth administration and running of the Presessional Programmes, including student and College staff queries and tackling any general issues that may arise * To assume other reasonable duties consistent with your role which may 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 through effective use of the University’s Planning, Review and Appraisal scheme and staff development opportunities. * To make full use of all information and communication technologies in adherence to GDPR and data protection policies to meet the requirements of the role and to promote organisational effectiveness. * To conduct all financial matters associated with the role accordance to the University’s policies and procedures, as laid down in the Financial Regulations. * To uphold UAL’s commitment to safeguarding our students and help ensure individuals work, learn and develop within a safe environment. * To personally contribute towards reducing the university’s impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022) | | |
| **Key Working Relationships**   * Head and Assistant Head of Presessional Programmes * Presessional and EPIC Admissions team * Language Centre Student Support colleagues * Language Centre Business Manager * UAL International and Home/EU Admissions teams * UAL representatives and agents * Presessional and EPIC tutors * Presessional and EPIC students | | |
| **Specific Management Responsibilities**  Budgets: none  Staff: none  Other: none | | |

|  |  |
| --- | --- |
| Person Specification | |
| Specialist Knowledge/Qualifications | Knowledge of UK HE main course admissions processes  Knowledge of UAL main course admissions processes  (desirable)  Knowledge of UK Visas and Immigration legislation and  of procedures and eligibility criteria for students (desirable)  Strong IT skills |
| Relevant Experience | Experience of international students in higher or further education  Experience of producing accurate and detailed work to tight timelines |
| Communication Skills | Communicates effectively orally, in writing and/or using visual media. Able to adapt communication for different audiences always exhibiting empathy and discretion. |
| Professional Practice | Contributes to advancing professional practice/research or scholarly activity in own area of specialism |
| 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. |
| Student experience or customer service | Builds and maintains positive relationships with students, clients, customers and partners |
| Creativity, Innovation and Problem Solving | Uses initiative or creativity to resolve problems |

Last updated: 20 August, 2019