

ual:

JOB DESCRIPTION AND PERSON SPECIFICATION	
Job Title: Course Support Administrator	Salary: £29,851 - £36,377 per annum
Contract Length: Permanent	Hours/FTE: 35
Grade: 3	Location: All Colleges
Accountable to: Course Support Manager/Assistant Head of Course Support	College/Service: Academic Registry
Purpose of Role: <p>To provide full and comprehensive Course Support and record maintenance for a specified portfolio of courses, delivering excellent customer service in accordance with the procedures and regulation of UAL, and acting as the first point of contact for student enquiries.</p> <p>The role holder will be expected to contribute to excellent service delivery standards by providing information, support and high-quality customer service to academics and students in accordance with agreed standards to enhance the student experience.</p>	
Main Responsibilities: <ul style="list-style-type: none">• Assisting academic course team members and students, to help deliver a high-quality student experience• Providing a seamless and excellent customer service to staff and students• Responding to student queries and on course enquiries via email, Moodle, phone and face to face to provide advice, guidance and signposting as appropriate.• Supporting course level communication to students through a variety of channels including Moodle, and acting as an interface between staff and students, referring enquiries to the appropriate point of contact or specialist services• Assisting course teams in the maintenance and population of course Moodle pages.• Supporting the monitoring of student attendance including collection of attendance data.• Assisting course teams with students' tutorial organization, maintain records of attendance and helping with associated communications as required• Working with course teams to organise student submission of work for assessment as required.• Working with course teams to organize student group and sub-group allocation. Producing student lists and registers as required by the course team• Supporting course level activities including (but not limited to) student events, trips, external speakers, room bookings and team meetings. Assisting with course organization including through development of course calendars.• Supporting preparation of teaching materials including unit guides and handouts. Assisting course teams with stationery and consumables orders, and providing support with financial administration as required.• Assisting course teams with the organization of degree shows• As part of UAL Academic Registry, assisting colleagues in other areas as required to facilitate University-wide activities such as graduation and enrolment.• Ensuring familiarity with agreed processes and procedures, providing a consistent approach to students and course teams	

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 Staff Charter and Dignity at Work Policy, promoting equality, diversity and inclusion in your work.
- To undertake continuous personal and professional development, and effectively use 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 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.
- 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: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Course Support Manager
- Assistant Head of Course Support
- Programme Directors
- Course Leaders
- Course Teams
- University Academic Registry

Specific Management Responsibilities

Budgets: N/A

Staff: N/A

Other (e.g. accommodation; equipment): N/A

Signed _____

Date of last review _____

(Recruiting Manager)

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Person Specification	
Specialist Knowledge/Qualifications	<ul style="list-style-type: none"> A Level or equivalent qualification, or relevant experience
Relevant Experience	<ul style="list-style-type: none"> Experience of working in a front line, customer focused position preferably within Higher Education (Desirable) Demonstrates a good understanding of and commitment to excellent customer service. Ability to use a range of Microsoft Office applications Experience in using virtual learning environments such as Moodle.
Communication Skills	<ul style="list-style-type: none"> Communicates effectively orally, in writing and/or using visual media Has experience of compiling own correspondence; data entry and producing letters / emails Ability to communicate with a diverse set of stakeholders via both spoken and written communications
Planning and Managing Resources	<ul style="list-style-type: none"> Plans, prioritises and organises work to achieve objectives on time.
Teamwork	<ul style="list-style-type: none"> Works collaboratively in a team and where appropriate across or with different professional groups.
Student Experience or Customer Service	<ul style="list-style-type: none"> Provides a positive and responsive student or customer service - experience of providing a student facing, user centered service.
Creativity, Innovation and Problem Solving	<ul style="list-style-type: none"> Uses initiative or creativity to resolve problems

Last updated: 25/02/2022