**university
of the arts
london
ual:**

JOB DESCRIPTION AND PERSON SPECIFICATION	
Job Title: Programme Administrator	**Salary**: £29,358 - £35,839 pa
Contract Length: Permanent	**Hours/FTE**: 35
Grade: 3	**Location**: Peckham Road
Accountable to: Programme Administration Manager	**College/Service**: Camberwell College of Arts

Purpose of Role:

To provide a proactive, full and comprehensive administrative support and record maintenance for a specified portfolio of courses, in accordance with the procedures and regulation of UAL.

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, providing administrative support as required, including but not limited to the following:
    - Responding to student queries and on course enquiries
    - Maintaining accurate student records, including the processing of Withdrawals, Transfers, Year Out, Partial Year Out requests and Extenuating Circumstances claims, archiving and records management
    - Maintenance of Student Exception Reports and KIS data to ensure effective preparation of student / course related statistical data and reports
    - Maintenance of relevant filing and administrative systems
    - The monitoring of student attendance, including awareness of statutory requirements
    - Supporting the administration of student feedback process
    - Supporting student assessment submission
    - Entering and checking of student assessment results onto the system, the preparation of relevant documentation for and clerking of examination boards, sub boards and unit assessments and communicating results to students in accordance with UAL procedures
    - Full servicing and clerking of formal committees including the monitoring and chasing of actions
    - The timely collation and production of handbooks
    - Assisting Course Leaders with updating Course Moodle pages.
    - Supporting student tutorial planning, recording of attendance and assisting with associated document production
    - Supporting the Programme Director with preparation for Continuous Monitoring, Quality Review, Course Validation and External Examiner nominations
    - Providing administrative support for the appointment and ongoing management of External Examiners, including liaison, responding to their queries and providing information as appropriate
    - Supporting academic staff and students with the interpretation of University, College and School requirements in respect of Academic Registry regulations and procedures, communicating regulations and policy to them clearly and confidently

- Adhering to agreed processes and procedures, providing a consistent and co-ordinated approach to programme related administration
- Providing administrative support for formal student representation
- 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
- To support and be involved in the college enrolment sessions in accordance with UAL procedures
- In partnership with Quality Assurance teams advise academic staff on quality assurance and enhancement matters
- To produce accurate registers
- To collaborate with Course leaders and timetabling team to support the smooth scheduling of courses
- 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
- Quality Assurance Team
- Disability Service
- University Academic Registry
- Timetabling Team
- Associate Deans

Specific Management Responsibilities

Budgets:
Staff:
Other (e.g. accommodation; equipment):

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Person Specification	
Specialist Knowledge/ Qualifications	A-level or equivalent Experience of servicing formal meetings including clerking and minute writing
Relevant Experience	Significant demonstrable administrative experience preferably within Higher / Further Education Experience of using a range of databases Ability to use a range of Microsoft Office applications
Communication Skills	Communicates effectively orally, in writing and/or using visual media Ability to provide routine oral and written information clearly and concisely and is able to understand and explain technical terms commonly in use in own area of work
Leadership and Management	
Research, Teaching and Learning	
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	Provides a positive and responsive student or customer service Is unfazed by demanding customers and works in a professional manner at all times
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems. Is prepared and able to offer solutions only referring to manager if issue is complex or requires a decision outside of level of responsibility