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Job description and person specification

Administration Co-ordinator (Learning & Teaching)

Job description

Job title	Administration Co-ordinator (Learning & Teaching)
College/Service	Academic
Department/Team	Learning & Teaching Directorate
Accountable to	Director of Learning & Teaching
Contract	Permanent
Term	35 hours per week, 52 weeks per year
Grade	Grade 4
Salary	£39,644 to £48,394 per annum
Location	High Holborn/hybrid
Job family	Professional & Administrative
HERA reference	001695

Purpose of the role

To provide effective and professional oversight of both course related administration and executive administrative support to the Director of Learning & Teaching and other members of the Learning & Teaching Directorate Senior Leadership Team. This will include course related administration in accordance with UAL procedures and regulations and ensuring that executive administration tasks are undertaken to a high standard to support effective workflow in the department.

Key duties and responsibilities

Course related administration

- Oversee, and, where required, directly undertake the administrative work of qualifications and professional recognition activity in the department, including responding appropriately to applicant and on-course student enquiries, entering and maintaining accurate student records for all aspects of the courses in accordance with UAL regulations and retention schedule and the effective preparation of student / course related statistical data/reports.

- Prepare relevant documentation for and clerking of examination boards, sub boards and unit assessments and communicating results to students in accordance with UAL procedures and associated coordination of assessment briefing, submission and feedback processes.

- Oversee the annual monitoring, reapproval and reaccreditation processes.

- To support and be involved in the college enrolment sessions in accordance with UAL procedures and, in partnership with Quality Assurance team, advise academic and administrative staff on quality assurance and enhancement matters.

- Service and clerk formal committees including the monitoring and chasing of actions including Programme Committees and Boards of Studies.

- Administrative support for course leaders with processes including updating Moodle pages, tracking students with ISAs and attendance difficulties and the ongoing management of External Examiners, including liaison, responding to their queries and providing information as appropriate.

General administration

- Assist, by operating with appropriate flexibility and prompt engagement, with diary management for senior team members in dealing with competing priorities, drafting responses to emails and making travel arrangements (obtaining visas, booking flights and accommodation, then preparing and submitting expense claims). Also, supporting allocated senior leaders with procurement support such as setting up new suppliers and raising purchase orders, whilst ensuring that purchasing and booking requirements are in line with UAL policies and procedures.

- Contribute to internal communication efforts, including newsletters, producing presentations and announcements.

- Support recruitment activity, including arranging interviews, meeting candidates & associated correspondence.

- Assist in coordinating special projects and initiatives.

- Organise meetings, including booking rooms, refreshments and travel and provide meeting support, including, but not limited to, compiling agendas, note taking and monitoring action points and maintaining confidential committee documentation to a high standard.

- Support the organisation of routine events, including sourcing and booking venues, ordering catering, and ensuring appropriate audio-visual equipment is available, organising speakers and delegates, preparing itineraries and event literature.

- To develop and maintain appropriate electronic storage and retrieval system for filing and information for the team.

Management responsibilities

Day to day line management responsibility for Learning & Teaching Directorate Administrators, including undertaking ‘Performance Reviews and Appraisal’ (PRA) of team

members, setting clear objectives and targets, in order to monitor performance using relevant University policies and procedures. Identifying training needs as appropriate and leading on the on the induction of new staff in the team, acting as first point of contact in their first weeks at UAL.

Key working relationships

- Director of Learning & Teaching Directorate
- Members of the Learning & Teaching Directorate Senior Leadership Team
- Learning &Teaching Directorate Administrators
- Other Executive Assistants
- Administrative colleagues across central services and UAL's Colleges

General duties

These duties below are in addition to the duties and responsibilities listed above:

- Perform duties and tasks consistent within the scope and grade of your role as reasonably may be expected and assigned to you from anywhere within the university.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Staff Charter and Dignity at Work Policy and anti-racism plans, promoting equality diversity and inclusion in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning and Review Conversations (PRC) scheme and staff development opportunities.
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- Contribute to the University's Climate Action Plan and Social Purpose Strategy which sets out our principles, commitments and goals towards climate justice and our socio-environmental purpose.

Person specification

This section provides a list of up to 10 essential criteria (and up to 2 desirable criteria if specified) that you will need to demonstrate you meet as part of the recruitment process.

Experience, knowledge and qualifications

- Educated to Degree level or equivalent relevant experience
- High standard of English language proficiency
- Significant administrative experience and proficient in MS Office (Office 365 including Word, PowerPoint, Outlook, SharePoint, OneDrive, Excel) and online tools for diary management, financial administration, and HR administration

Communication skills

- Communicates effectively orally, in writing and/or using visual media.

Leadership and management

- Motivates and leads a team effectively, setting clear objectives to manage performance.

Research, teaching and learning or 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 or with different professional groups, ensuring the principles of equality, diversity and inclusion are upheld.

Student experience or customer service

- Builds and maintains positive relationships with students or customers.

Creativity, innovation and problem-solving

- Uses initiative or creativity to resolve day-to-day problems.