

ual:

JOB DESCRIPTION

Job Title: Programme Administrator **Line Manager:** Programme Administration Manager
Contract Length: 1 Year, Fixed Term **Hours per week/FTE:** 35 /1.0 FTE **Weeks per year:** 52
Salary: £29,358 - £35,839 pa **Grade:** 3
College/Service: CCW, Academic Registry **Location:** Chelsea College of Arts, Millbank

Purpose of Role:

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

To organise key processes, including enrolment, assessments and exam board.

To support course administration of functions including, updating Moodle, timetabling and monitoring attendance.

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.
- 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 student 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 college 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.
- Clerking and preparing of formal committees at Programme level, including the monitoring and chasing actions.
- 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 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.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).

Specific Management Responsibilities

Budgets: None

Staff: None

Other (e.g. accommodation; equipment):

Signed _____ Date of last review _____
(Recruiting Manager)

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Grade: 3

Person Specification	
Specialist Knowledge/ Qualifications	A Level or equivalent qualification. Alternatively relevant experience
Relevant Experience	<p>Significant experience in administrative roles, preferably within Higher / Further education.</p> <p>Experience servicing meetings and minute writing.</p> <p>Experience of using databases for information entry and management</p> <p>Experience of Microsoft Office suite. Able to use word and Excel.</p>
Communication Skills	<p>Communicates effectively orally, in writing and/or using visual media.</p> <p>Able to produce accurate concise notes or minutes from meetings.</p> <p>Able to compile correspondence such as emails and other communications for students and other stakeholders.</p> <p>Ability to communicate with a diverse set of stakeholders via both spoken and written communications; including the ability to understand and decode jargon as appropriate for the audience.</p>
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	<p>Works collaboratively in a team and where appropriate across or with different professional groups.</p> <p>Able to identify where and when to refer issues to managers or other stakeholders / teams.</p>
Student Experience or Customer Service	<p>Provides a positive and responsive student or customer service.</p> <p>Experience of a customer service environment and understanding of promoting user experience.</p> <p>Able to work in a professional manner at all time. To be unfazed by demanding customers.</p>
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems.

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.

Last updated: 25/01/19