

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Attendance Monitoring Project Co-ordinator

Salary:

Contract Length: 12 months

Hours/FTE: 35

Grade: 4

Location: High Holborn

Accountable to: Executive Officer

College/Service: Academic Development and Services

Purpose of Role:

Based in the University Academic Registry this role involves managing and develop the attendance monitoring project for UAL with staff in the Colleges, University Academic Registry, College Academic Registries and other units across the University.

As a Project co-ordinator, you'll use your proven expert-level abilities and strong communication skills to manage the implementation and development and of business systems and processes to support attendance monitoring at UAL.

Main Responsibilities:

- Work with the Executive Officer and Software Provider to manage the development and maintenance of appropriate business processes to support the attendance monitoring project, this will entail working with staff from across the University to devise streamlined and efficient business processes
- To support a governance model, project plans, meetings and reports for the duration of the project, Overseeing the full servicing of Project Boards including the monitoring and chasing of actions
- To establish project milestones in collaboration with the Executive Office and to keep these under review
- Identify, log and manage dependencies with other projects or internal activities, taking action as necessary
- Build and maintain strong relationships with key project stakeholders including Academic teams, Student Services, Student Union and Administrative colleagues and IT Services, ensuring effective two way communicates and stakeholder buy in at all times.
- Work with stakeholders to demonstrate the attendance monitoring system and respond to training requirements
- Maintain the IM IN inbox responding to student enquiries and signposting as necessary
- Maintain a communications plan and manage all communication related to the Projects through a variety of formats, including keeping up to date FAQs logs, uploading key communications to the intranet in liaison with the Executive Officer and the Head of Internal communications

• **General:**

- Assume other reasonable duties, as necessary, as determined by the Executive Office
- As a member of staff in Academic Registry you may be asked to assist in other areas of the departments 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 times
- Demonstrate a commitment to your own development through effective use of the University's appraisal scheme and staff development processes.

- Undertake health and safety duties and responsibilities appropriate to the post and ensure that satisfactory standards of health, safety and security are maintained in accordance with the University's legal requirements.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- Demonstrate a commitment to the University's Equal Opportunities Policy, together with an understanding of how it operates within the responsibilities of this post.
- Perform such duties consistent with your position as may from time to time be assigned to you anywhere within the University.

Key Working Relationships: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- University Academic Registrar
- University Executive Officer
- Head of Student Systems and Records
- Head of Assessment and Quality
- Academic Registry Process Change Manager
- Heads of Academic Registry
- IT Services PMO
- Head of Internal Communications
- External Solution Suppliers

Specific Management Responsibilities

Budgets:

Staff:

Other (e.g. accommodation; equipment):

Signed _____ Date of last review _____
(Recruiting Manager)

| Person Specification | |
|--------------------------------------|---|
| Specialist Knowledge/ Qualifications | <p>Essential Relevant qualification, e.g. degree or equivalent relevant project management experience</p> <p>Sound understanding of supporting projects and project management methodologies in a large and complex organisation, coupled with ability and experience of working independently</p> <p>Desirable Relevant project management qualification eg.Prince2, Agile, Waterfall etc Working knowledge of SITS Working knowledge of SEATs attendance monitoring system or similar system</p> |
| Relevant Experience | <p>Essential Experience in assisting and or managing projects desirably in a higher education environment</p> <p>Experience of using data and a variety of user research methodologies to inform and develop business processes</p> <p>Experience of minute writing and meeting servicing, including the monitoring and chasing actions</p> <p>Ability to use appropriate levels of IT skills to enable best use of available information and communications as necessary for the post: Office 365, MS Office, Visio, Survey Software etc.</p> <p>Desirable Experience of working and negotiating with suppliers and developers Project management experience Experience of working with SEATs or similar attendance monitoring software Experience of working with SITS s or similar student records software</p> <p>Experience of working with CELCAT Experience of effective use of institutional student (or similar) records systems / databases</p> |
| Communication Skills | <p>Communicates effectively orally, in writing and/or using visual media</p> <p>Ability to communicate clearly and persuasively, explaining complicated matters simply, tailoring delivery methods/media to suit the audience's needs and understanding</p> |

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| | <p>Ability to ensure that accurate information is passed onto the most appropriate people in a timely fashion to improve working practices.</p> <p>Ability to adapt services and systems to meet customers' needs and identify ways of improving standards and actively promoting the service</p> <p>Desirable experience of delivering training on 1:1 or group basis experience of developing and implementing communication plans</p> |
| Leadership and Management | Proven ability as an operational task leader, to ensure appropriate resources and support are available to enable the team and/or individual members to achieve their goals |
| Research, Teaching and Learning | |
| Planning and Managing Resources | <p>Plans, prioritises and manages resources effectively to achieve long term objectives</p> <p>Ability to form and communicate clear team objectives and goals whilst encouraging joint working</p> <p>Experience of ensuring that time and resources are used effectively, continually reviewing progress to improve efficiency and to ensure that work of self and others is completed in line with team objectives</p> |
| Teamwork | Works collaboratively in a team and where appropriate across or with different professional groups |
| Student Experience or Customer Service | <p>Builds and maintains positive relationships with students or customers</p> <p>Puts the customer experience at the centre of everything delivered</p> <p>Is unfazed by demanding customers and works in a professional manner at all times</p> |
| Creativity, Innovation and Problem Solving | <p>Uses initiative or creativity to resolve problems, considering all possible solutions to identify those which offer wider benefits.</p> <p>Is prepared and able to offer solutions only referring to manager if issue is complex or requires a decision outside of level of responsibility</p> <p>Proven ability of gathering data rigorously and conducting robust analysis, questioning assumptions and existing knowledge, identifying and using a range of sources and types of data to produce full and accurate reports</p> |

