

## JOB DESCRIPTION

**Job Title:** Lead Administrator: Language Development & International Student Experience Programmes **Accountable to:** Head of Language Development

**Contract Length:** Permanent **Hours per week/FTE:** **Weeks per year:** 52

**Salary:** £37,265-£44,708 (with contribution range to £48,402) **Grade:** 5

**College/Service:** The Language Centre, ADS **Location:** High Holborn

### Purpose of Role:

To lead on academic and student administrative support for Language Development and International Student Experience Programme provision including Progress Testing, managing operations and planning and reviewing processes and systems in line with the standards set by the University.

To take responsibility for ensuring the effective and efficient use of administrative resources across Language Development and International Student Experience Programmes in order to deliver services to expected standards.

### Main Responsibilities

To manage the delivery of a student-focused service for Language Development functions, working effectively with the Language Development Academic Team and relevant college and University Services personnel in the strategic planning and continuous development of services.

To oversee administrative systems for the International Student Experience Programme as appropriate as the Programme continues to evolve.

To take responsibility for the implementation of relevant University, Accreditation UK and UKVI policies and procedures.

To represent the Language Development and International Student Experience Programmes at relevant University and sector meetings and committees.

To oversee management of administrative resources for Language Development and the International Student Experience Programmes.

### Main Duties

To be responsible for the management and delivery of Language Development and International Student Experience Programmes systems, processes and service standards, ensuring they are adhered to and regularly monitored and modified where appropriate. Currently systems used include SITS, Moodle and Skills Forge.

To develop new procedures and associated training as required, ensuring updates of written manuals.

To work with timetabling personnel across UAL to book and cancel rooms for Language Development and International Student Experience Programme activities.

To manage and co-ordinate the delivery of administrative support to the Language Development and International Student Experience Programmes and their academic managers and staff including through line management of other administrative staff.

To manage Language Development and International Student Experience Programme registry services, from enquiry to completion, ensuring that user needs and experience are at the forefront of delivery.

To ensure optimum functionality of the Language Development student management system for all users, designing improvements and liaising with the provider to build them and solve any issues, also in conjunction with UAL IT colleagues.

To be responsible for the maintenance of the Language Development Master Timetable and oversee the setting up of events, registers and tutorials on Skills Forge and notices on the Language Development blog.

To monitor Language Development Tutor administrative work and work with the Academic Management Team to

set standards and resolve any issues.

To monitor completion and renewal of safeguarding related requirements for all Language Development and International Student Experience Programme staff.

To design and provide regular monitoring reports to the Language Development and International Student Experience Programme academic management teams in order to maximise impact of the Programmes.

To respond to student and staff enquiries, including complaints, in the first instance, forwarding to others in the teams if and when appropriate. This requires use of professionalism and diplomacy.

To build close working relationships with other departments within the University, in particular colleagues in Library and Student Support Services, IT Services and College Timetabling Teams, to ensure that Language Development and International Student Experience Programmes' interests are understood and represented in wider forums.

To manage the physical space of the Language Development and International Student Experience Programme Teams, working with Estates and IT colleagues to ensure furniture, technology and positioning are optimum for the working of staff. This aspect of the role also involves communication and negotiation with neighbouring and co-located teams.

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

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.

- Language Development Academic Management Team, including Assessment Co-ordinator, and LD Tutors
- International Student Experience Programme Team, including Associate Dean International Student Experience, International Student Experience Co-ordinator and Head of Intercultural Communication Training and Credit Bearing Units, and ICT Tutors
- College timetabling teams and Programme Lead Administrators
- Language Centre finance and resources personnel

**Specific Management Responsibilities:**

**Budgets:**

**Staff:** Language Development Administrator

**Other** (e.g. accommodation; equipment):

Signed \_\_\_\_\_ Date of last review \_\_\_\_\_  
(Recruiting Manager)

**Job Title: Lead Administrator LD and ISE    Grade: 5**

Person Specification	
Specialist Knowledge/ Qualifications	Has a solid understanding of efficient administrative processes and systems, especially within higher education. Educated to at least first degree level. Advanced Microsoft Office skills, specifically in Excel.
Relevant Experience	Previous experience in administration in UK HE, including development of records and booking systems. Strong understanding of databases and experience of booking and monitoring systems.
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	Uses effective teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity
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 and where appropriate across or with different professional groups.
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 problems

