

**JOB DESCRIPTION AND PERSON SPECIFICATION**

<b>Job Title:</b> Online Short Course Administrator	<b>Accountable to:</b> Digital Projects Manager
<b>Contract Length:</b> Fixed Term 3 months	<b>Hours:</b> Monday-Thursday, 12.30pm to 8.30 pm Friday, 9am to 5pm
<b>Salary:</b> £23,579 - £27,801 per annum	<b>Grade:</b> 2
<b>College/Service:</b> UAL Short Courses Ltd.	<b>Location:</b> Richbell Place

**Purpose of Role**

UAL Short Courses Ltd. is a subsidiary of the University of the Arts London (UAL) specialising in short courses. This role supports the delivery of online short courses across all 6 UAL colleges. The successful candidate will be responsible for preparing and supporting the delivery of online courses, supporting students during and between classes, and providing business administration support for all the departments operations.

**Duties and Responsibilities**
**Course Preparation Support**

- Support course scheduling by communicating with tutors to confirm teaching schedules, and maintaining accurate scheduling records (in Outlook, etc.).
- Maintain university systems (Course Manager, website, etc.) up-to-date course information.
- Generate and distribute login credentials and joining instructions to students.
- Support the creation and update of Moodle, Workflow and BB Collaborate access links, groups, rooms, assignment pages, etc.
- Conduct pre-delivery training test for tutors in the online classroom.

**Course Delivery Support**

- Administer course openings (close course for further bookings, provide students with orientation to UAL learning platform).
- Provide technical and administrative support to students and tutors during live lessons, and ensure lessons start and end on time.
- Archive recorded learning sessions, and publish links for student access.
- Administer discussion forums, answering queries and supporting students.
- Keep logs of difficulties and problems faced by administrators, tutors and students, and report these for resolution.
- Gather student and tutor feedback from every course, and report it for action.
- Remove student access to groups once their access rights have expired.

**Business Administration**

- Process and respond to all customer service enquiries.
- Maintain accurate and up-to-date files and records to support course operations.
- Prepare regular department reports collating information from various sources.
- Support team meetings by preparing accurate minutes and supporting documents.
- Collect new supplier details and new tutor details and provide these to the finance team to support new supplier and tutor set-up.
- Maintain tutor scheduling records, and provide these to the finance team to support payroll processing.

## Item 01

### **Other Responsibilities**

- 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.

- Online Business Manager
- Digital Projects Manager
- Tutors and academic staff at the various colleges
- Artscom Students

### **Specific Management Responsibilities**

**Budgets:** none

**Staff:** none

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

Signed \_\_\_\_\_ Date of last review \_\_\_\_\_

**Job Title: Online Short Courses Administrator****Grade: 2****Person Specification**

Specialist Knowledge/ Qualifications	<ul style="list-style-type: none"> <li>• Has basic knowledge of e-learning tools like Mahara, Moodle and Blackboard Collaborate.</li> <li>• Has basic familiarity with HTML.</li> <li>• Has working knowledge of MS Office.</li> <li>• Has basic knowledge of Adobe Photoshop</li> </ul>
Relevant Experience	<ul style="list-style-type: none"> <li>• Has experience using Mac and PC.</li> <li>• Has experience of using online content management systems such as WordPress, Mahara, etc.</li> <li>• Has worked in an education institution.</li> <li>• Has experience of providing customer service and online technical support to students and tutors, and trouble-shooting under time pressure.</li> </ul>
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Research, Teaching and Learning	Effectively delivers basic training or briefings to support understanding or learning
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
Student Experience or Customer Service	Provides a positive and responsive student or customer service.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve day-to-day problems

## **Item 01**

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