

# ual:

JOB DESCRIPTION		
<b>Job Title:</b> Programme Support Officer		<b>Accountable to:</b> Student and Programmes Support Manager
<b>Contract Length:</b> Permanent	<b>Hours per week/FTE:</b> 35/full time	<b>Weeks per year:</b> 52
<b>Salary:</b> £29,358 - £35,839		<b>Grade:</b> 3
<b>College/Service:</b> Camberwell, Chelsea, Wimbledon		<b>Location:</b> Wimbledon, Merton Hall Road
<b>Purpose of Role:</b>		
Support the smooth operation of programmes across Camberwell, Chelsea and Wimbledon; and administrate other programme related activity.		
Provide a proactive, customer focused service both back office functions and student support desk cover.		
<b>Duties and Responsibilities</b>		
<b>Programme Support</b>		
<ul style="list-style-type: none"><li>Supporting programme teams and students to ensure the smooth running of the programme including:</li><li>Support for co-ordination of programme wide activities or events.</li><li>Organising and note taking at (informal) meetings required for course or programme delivery: including, team meetings, subject or programme meetings.</li><li>Support for course teams and Programme Directors when organising external events, speakers, activities relating to course or programme / subject delivery or development.</li><li>Support programme teams with the administration and organisation of student degree and interim shows.</li><li>Support the operation of the student desks, including the management of student enquiries.</li><li>Providing cover of the student desk where required.</li><li>Assist in other areas of the department, on occasion, 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.</li></ul>		
<b>General</b>		
<ul style="list-style-type: none"><li>Perform duties consistent with your role as may from time to time be assigned to you anywhere within the University.</li><li>Undertake health and safety duties and responsibilities appropriate to the role.</li><li>To work in accordance with the University's Staff Charter and Dignity at Work Policy, promoting equality diversity and inclusion in your work.</li><li>Contribute towards reducing the University's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).</li><li>Undertake continuous personal and professional development through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.</li><li>Use all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.</li><li>Conduct financial matters in accordance with the University's policies and procedures, as laid down in the Financial Regulations.</li></ul>		

<p><b><u>Key Working Relationships:</u></b> Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.</p> <ul style="list-style-type: none"> <li>• Programme Directors</li> <li>• Course Leaders</li> <li>• Course Teams</li> <li>• Programme Administration Managers</li> <li>• Assistant Head of Academic Registry.</li> </ul>
<p><b><u>Specific Management Responsibilities</u></b></p> <p><b>Budgets:</b> None</p> <p><b>Staff:</b> None</p> <p><b>Other</b> (e.g. accommodation; equipment): None</p>

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

**Job Title: Programme Support Officer**  
**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 of servicing meetings and taking minutes / notes</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>
Leadership and Management	
Professional Practice	Contributes to advancing professional practice in Academic Administration.
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 - experience of providing a student facing, user centred service.</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**