

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Senior Administrator Student Placement and Exchange	Salary: £34,326 – £42,155 per annum
Contract Length:	Hours/FTE: 35 hours / 1.0 FTE (Job Share .5 FTE)
Grade: 4	Location: King's Cross
Accountable to: Head of Academic Registry (HAR) (or nominee)	College/Service: Academic Registry, College Resources and Administration

Purpose of Role:

To coordinate and advise on the day-to-day organisation and administrative support for students on placement, Erasmus, study abroad programmes and exchanges associated with all CSM courses.

To act as an interface between staff and students; with internal and external enquirers; with suppliers and visitors.

Reporting to the Head of Academic Registry or nominee with oversight for the process of student activity in relation to placements, Erasmus, study abroad programmes and exchanges associated with all CSM courses. Working with Academic Placement Co-ordinators (or equivalent) and Programme Administration teams to support the advice given, identify and implementing enhancement that will support a high quality student experience. The role holder will also work with the Director of International Development, Programme Directors and the College Quality Manager.

Duties and Responsibilities

- Provides student advice, guidance and support in the administration of placements, Erasmus study abroad programmes and exchanges
- Responds to and provides effective recording of a wide range of enquiries recognising where escalation is required. This includes those within the University and those from organisations outside of UAL in relation to students taking placements, Erasmus study abroad programmes and exchanges.
- Responsible for the analysis of placement data and manages the production and distribution of reports in connection to work placement matters including termly reports to the College Quality Committee and an annual report to College Academic Committee providing an evaluation of cross-college issues and strengths. The post holder is also expected to attend these committees and talk to the reports they provide.
- Identifies areas for improvement relating to the provision of student placements, Erasmus study abroad Programmes and exchanges.
- Attend and represent CSM at cross-college forums comprising staff engaged with delivering and supporting student placements, Erasmus study abroad Programmes and exchanges.
- To assist in preparing for internal or external quality assurance reviews
- Organises, attends and minutes the meetings for the placement working group and local Erasmus/exchange/ study abroad meetings as directed by senior team.
- Prepare data and Co-ordinate the development and implementation of the administrative and quality assurance procedures for student work placements such that they are implemented in line with University and College policies.

- Provides authoritative advice and guidance on the implementation of policy, procedure and good-practice to members of staff who are preparing students for their placement, Erasmus study abroad programmes and exchange.
- Responds to queries on behalf of senior team managers including Programme Directors, Course Leaders and Head of Academic Registry. In relation to student placements, Erasmus study abroad programmes and exchanges.
- Managing and ensuring the smooth running of students arriving and leaving the UK and scheduling appointments for new student arrivals to College to meet with course lecturers
- Prepare briefings and deliver presentations where necessary for student and staff audiences.
- Ensures that general communication from Programme Administration Managers regarding the course reaches students who are out of the college and where necessary acted on.
- To ensure that the reception/student help desk are aware of student arrivals
- Respond to initial queries from externals such as; partners, employers and potential visits from external academics.
- Responds orally and in writing to a range of general enquiries.
- Acts as a signpost for student and academic enquiries in relation to placements, Erasmus study abroad programmes and exchanges.
- Provides authoritative advice and guidance on the implementation of policy, procedure and good-practice to members of staff who are preparing students for work placements.
- Organises and delivers staff development activities to support academic and administration teams of student work placements
- Ensure that information is communicated to students in a clear and accessible format, relevant to the appropriate points of DiPS Year or exchange.
- Responsibility for building and maintaining collaborative working relationships with colleagues across the Admissions and Registry Service in order to ensure a seamless provision and provide excellent customer service.
- Manage, supervise and motivate a team of administrators, ensuring that effective recruitment, induction, probation, and ongoing support is in place.
- Undertake 'Performance Reviews and Appraisal' (PRA) of team members, setting clear objectives and targets, in order to monitor performance using relevant University policies and procedures. Identifying training needs as appropriate.

Additional duties and responsibilities

- Acts as point of contact for senior academic and technical staff when they are off-site in relation to a student's placement or exchange.
- As a member of staff in Academic Registry you may be asked to assist in other areas of the department's 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 events.
- Performs such duties that are consistent with the role as may from time to time be assigned to anywhere within the University.
- Works very closely with colleagues in college academic registry to ensure a seamless provision and customer service orientation of student and academic support.
- 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 personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)
- 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 within Academic Registry
- External partners and suppliers; with whom regular contact is required
- Programme Administration Managers and their team
- International Compliance Administrator
- Programme Directors
- Placement tutors
- Erasmus contacts
- Study Abroad Contacts
- Quality Team

Specific Management Responsibilities

Budgets: None

Staff: Programme Administrators, Assistant Programme Administrators

Other (e.g. accommodation; equipment):

Senior Administrator Student Placement and Exchange

Grade 4

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

Person Specification	
Specialist Knowledge/ Qualifications	Educated to at least A-level, or equivalent work experience Understanding of Erasmus and/ or placement monitoring
Relevant Experience	Relevant experience within an academic environment, preferably at a higher education level
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Leadership and Management	Supervises and motivates individuals or a team effectively, setting clear objectives to manage performance
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	Provides a positive and responsive student or customer service
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems

Last updated: Feb 18