

Job Description

Senior Administrator – Post Graduate Research

Job Description	
Team Research Management and Administration Post Graduate Research Section	Location Kings Cross/High Holborn (will work across all UAL sites as required) This is not a remote working post but we offer opportunities for flexible working
Contract Length Permanent	Hours per week / FTE 35 hours per week / 1FTE
Accountable to Head of Postgraduate Research	Weeks per year Full time This is a full time post but applications for 0.8 fte will be considered for suitable candidates
Salary £37,532.00 - £45,865.00 per annum	Grade 4

Job Description
Purpose of Role This is an exciting opportunity to play an important role in supporting the development of the new UAL Doctoral School, providing administrative support for the University's doctoral programmes. The post holder will contribute to the overall effective service delivery of the Postgraduate Research (PGR) Section. They will provide information, advice, and guidance to Postgraduate researchers, academic staff and administrative colleagues regarding all PGR processes and identify and suggest continuous improvements to processes, systems, and communications, as necessary. The post holder will develop extensive and close working relationships with relevant University staff and appropriate external stakeholders working collaboratively to support the development of the service and effective operating models for PGR across UAL.

Duties and Responsibilities

- To support the strategic and operational management of PGR activities.
- To report regularly to the Head of PGR on progress made against operational objectives
- To ensure that agreed processes and procedures are adhered to and provide a consistent and co-ordinated approach to recruitment, admissions, enrolment, progression and examination of PGR students and to support and supervise PGR administrators to achieve this
- To maintain a strong knowledge and professional level of expertise of PGR programmes offered by the University, and to be fully conversant with the University's entry requirements, admissions policies and procedures to ensure that all recruitment activities are compliant with UAL policy.
- To support and improve the processes and systems used to manage the student journey at each stage from enquiry to graduation and supervise PGR administrators in their application
- to clearly and confidently communicate regulation and policy procedures to their peers and team members.
- To support the development and operation of processes for PGR internal and external studentship calls, competitions and to administer new and continuing studentships
- To oversee the operational implementation of UKVI policies for overseas students PGR students - to include fee assessment; CAS requests; monitoring academic engagements; ensuring students and their supervisory teams are aware of UKVI policy and requirements.
- Demonstrate excellent customer service skills whilst carrying out all duties and responsibilities both internally and externally
- To support the business of a College Research Degrees Sub Committee to include servicing College Research Degrees Sub Committees, support for PGR recruitment and admissions, enrolment and progression processes, organisation and administration of PGR examinations

- To build and maintain collaborative working relationships with colleagues across relevant UAL departments and colleges to ensure a seamless and high-quality student experience.
- To provide comprehensive reports and manage and interpret data to ensure intelligence gained through PGR activity is fed back to colleagues within the Academic Registry and Colleges and disseminated across UAL to inform future recruitment activity and product development.

General

- 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 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 –

- Reporting to the Head of PGR
- Director of Research Management and Administration
- Dean of Doctoral School
- PGR Team
- Researcher Training Manager
- Colleagues in Research, KE and Enterprise
- Admissions and Academic Registry Staff

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- UAL UKVI Compliance Team
- Colleagues across the Student Marketing, Recruitment and Admissions Department
- Academic and professional service colleagues within colleges

Specific Management Responsibilities

Budgets: N/A

Staff: Temporary ad hoc administrative project support as required

Other: None

Signed _____ (Recruiting Manager)

Date of last review _____

Person Specification

Job Title – Senior Administrator PGR

Grade - 4

Person Specification	
Specialist Knowledge/ Qualifications	<p>Educated to Degree level or equivalent relevant experience</p> <p>High standard of English language proficiency, including knowledge of the correct use of punctuation</p>
Relevant Experience	<p>Demonstrable experience of working in Higher Education (HE) or similar administration in a large and complex organisation, coupled with ability and experience of working independently.</p> <p>Considerable experience of delivering an administrative service.</p> <p>Experience of effective use of student (or similar) records systems / databases.</p>
Communication Skills	<p>Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way.</p>
Leadership and Management	<p>Motivates and leads a team effectively, setting clear objectives to manage performance.</p>
Professional Practice	<p>Contributes to advancing professional practice/research or scholarly activity in own area of specialism.</p>
Planning and Managing Resources	<p>Plans, prioritises and organises work to achieve objectives on time.</p>
Teamwork	<p>Works collaboratively in a team and where appropriate across or with different professional groups.</p>

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Person Specification	
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.

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.