

JOB DESCRIPTION AND PERSON SPECIFICATION	
<b>Job Title:</b> Programme Administration Manager	<b>Salary:</b> £35,205 pa
<b>Contract Length:</b> Permanent	<b>Hours/FTE:</b> 35/1.0
<b>Grade:</b> 4	<b>Location:</b> 20 John Princes Street, London, W1G 0BJ
<b>Accountable to:</b> Head of Academic Registry	<b>College/Service:</b> London College of Fashion
<p><b>Purpose of Role:</b></p> <p>To lead a programme administration team, managing the provision of administrative support and record maintenance for a specified portfolio of courses, in accordance with the procedures and regulations of UAL.</p> <p>The role holder will be expected to contribute to the overall effective service delivery of providing information and support to ensure a high quality student experience through the delivery of course support service provided to academics and students in accordance with agreed standards</p>	
<p><b>Main Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Manage, oversee and monitor the work of the Administrators within the agreed timescales and Service Level Agreements, providing administrative support as required, including but not limited to the following:             <ul style="list-style-type: none"> <li>• Responding to student queries and on course enquiries</li> <li>• To coordinate the assurance and entering of accurate maintenance of student records for the Programme, including the processing of Withdrawals, Transfers, Exchanges, Placements, Year Out and Partial Year Out requests, archiving and records management in accordance with UAL regulations and retention schedule.</li> <li>• Maintenance of Student Exception Reports and KIS data to ensure effective preparation of student / course related statistical data and reports</li> <li>• The management and development of relevant filing and administrative systems</li> <li>• The monitoring of student attendance, including awareness of statutory requirements</li> <li>• The management of the administration of student feedback process</li> <li>• The coordination of student assessment submission</li> <li>• Checking of student assessment results onto the system, the preparation of relevant documentation for and clerking of examination boards, sub boards and unit assessments and communicating results to students in accordance with UAL procedures</li> <li>• The timely collation and production of handbooks</li> <li>• Assisting Course Leaders with updating Course Moodle pages.</li> <li>• Assisting the Programme Director with preparation for Continuous Monitoring, Quality Review, Course Validation and External Examiner nominations</li> </ul> </li> <li>• Ensure that information is communicated to students in a clear and accessible format, relevant to the appropriate points in their student journey</li> <li>• Ensure that agreed processes and procedures are adhered to within the College, to provide a consistent and co-ordinated approach to programme related administrative support, and clearly and confidently communicating regulation and policy to team members</li> <li>• Support Programme Directors and Course Leaders in the annual curriculum, assessment and course support delivery</li> <li>• Support Course Leaders in recording and tracking of students with Individual Support Agreements, including liaison with the Disability Service</li> </ul>	

- Support Programme Directors and Course Leaders in completion of minor modifications and material irregularities
- Support the student Complaints and Appeals process in conjunction with Quality Assurance colleagues.
- Support Programme Director and Course Leaders in the planning of student tutorial provision
- Manage the delivery of effective reporting and monitoring mechanisms to underpin and support good working relationships, networking and liaison between administrative and senior academic staff and other administrative units of the College and University.
- To support and be involved in the college enrolment sessions in accordance with UAL procedures
- In partnership with Quality Assurance teams advise academic and administrative staff on quality assurance and enhancement matters.
- Full servicing and clerking of formal committees including the monitoring and chasing of actions including Programme Committees and Boards of Studies'
- Providing administrative support for the ongoing management of External Examiners, including liaison, responding to their queries and providing information as appropriate
- 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.

**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, 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 ensure the flexible deployment of programme administrative service staff to meet variations, peaks and troughs in workloads. This may require working temporarily at another site during these times
- 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.
- 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.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)

**Key Working Relationships:** Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Deans
- Programme Directors
- Course Leaders
- Quality Assurance Team
- Disability Service
- University Academic Registry
- Timetabling
- Associate Deans
- Assistant Head of Academic Registry (Assessment and Exam Board)
- Assistant Head of Academic Registry (Student Records and Data Quality)

**Specific Management Responsibilities**

**Budgets:** None

**Staff:** Programme Administrators; Assistant Programme Administrator, Student Enquiries Administrator

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

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

**Job Title: Programme Administration Manager**

**Grade: 4**

Person Specification	
Specialist Knowledge/ Qualifications	<p>First degree level or equivalent</p> <p>Working knowledge of academic administration processes and policies.</p> <p>Experience of servicing formal meetings including clerking and minute writing</p>
Relevant Experience	<p>Demonstrable experience of working in HE / FE administration in a large and complex organisation, coupled with ability and experience of working independently.</p> <p>Experience of effective use of institutional student (or similar) records systems / databases</p>
Communication Skills	<p>Communicates effectively orally, in writing and/or using visual media.</p> <p>Able to provide routine oral and written information clearly and concisely and is able to understand and explain technical terms commonly in use in own area of work</p>
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance
Research, Teaching and Learning	
Professional Practice	Contributes to advancing professional practice 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	<p>Builds and maintains positive relationships with students or customers</p> <p>Identifies ways of improving standards and actively promotes service developments</p>
Creativity, Innovation and Problem Solving	<p>Uses initiative or creativity to resolve problems</p> <p>Suggests practical solutions to new or unique problems</p>

**Last updated:**