

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Preessional Administrator

Salary:

Grade: 3

Location: High Holborn

Accountable to: Preessional and EPIC Senior Administrator

Service: The Language Centre

Purpose of Role:

To help with the administration of Preessional Programme and Exam Preparation Intensive Courses (EPIC) and to assist the Language Centre Student Liaison and Welfare Manager to support Preessional and EPIC students throughout their course.

Duties and Responsibilities

Administration

- To handle enquiries from students, staff, international partners and the general public, via phone, e-mail, correspondence and face-to-face on the Preessional programme and EPIC courses.
- To update and distribute Preessional & EPIC course and accommodation information and booking materials in line with Senior Administrator instructions.
- To ensure knowledge of UK Visas and Immigration legislation, requirements and procedures is up to date in order to provide accurate guidance on eligibility, different visa routes available on Preessional and on documentation to be submitted with visa applications.
- To support the Senior Administrator with data entry into the University's database systems and production of CAS and Short Term Student Visa letters.
- To update pre-arrival information for Preessional and EPIC courses on instruction from the Senior Administrator.
- To advise preessional students on documentation needed for main course visa application and enrolment in line with instructions from the Senior Administrator, Registry and Student Advice Service.
- To help create end of course surveys for Preessional and EPIC course students and to collate and present information to colleagues as required.
- To set up Moodle course pages for all courses administered where relevant for the academic year, liaise with E-learning team to ensure students are enrolled on Moodle prior to arrival for their language course and that they have accessed and activated their UAL email account.
- To provide general administrative support to the Language Centre, including producing student ID cards and document production, e.g. student letters, filing, record-keeping and providing cover for other administrative staff members.
- As delegated by the Senior Preessional and EPIC Administrator to liaise with:
 - Student Housing on accommodation arrangements and airport pick-up
 - Central Finance on refunds of tuition fees
 - Admissions and Compliance Manager on visa and late arrivals or non-enrolment issues
 - Student Advice Service over students needing individual immigration advice
 - College Admissions and Asia Branch Office re: applications and distributing end-of-course results

Student Support

- To support the Designated Safeguarding Person (DSP) for the Preessional Programme on completion of UAL DSP Training.
- To ensure any safeguarding concerns are managed, logged and reported in line with UAL procedure and UK Law as an immediate priority.
- To ensure that all new preessional staff have completed the mandatory safeguarding training.
- To undertake risk assessments for preessional student events and excursions ensuring protocols are understood and followed by staff.
- To oversee applications made by students aged 16 and 17 to preessional courses and accommodation.
- To support the Language Centre Student Liaison and Welfare Manager to formulate specific procedures to safeguard students under 18 in the adult context in which they will study
- To support the Language Centre Student Liaison and Welfare Manager to ensure these are followed by both staff and students.
- To support the Language Centre Student Liaison and Welfare Manager with welfare and safeguarding across the Language Centre as required

Other

- To perform such duties consistent with your position as may from time to time be assigned to you anywhere within the University of the Arts London.
- To undertake health and safety duties and responsibilities appropriate to the post
- To commit to the University's Equal Opportunities Policy, together with an understanding of how it operates within the responsibilities of this post.
- To commit to your own development through effective use of the University's appraisal scheme and staff development processes.
- To make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.

Key Working Relationships

Preessional and EPIC Senior Administrator, Language Centre Student Liaison and Welfare Manager Language Centre Operations Manager, Head and Assistant Heads of Preessional Programme, teaching staff, Language Centre Marketing Team, the Director of the Language Centre and Language Centre Business Manager.

Specific Management Responsibilities

Budgets: None

Staff: None

Other (e.g. accommodation; equipment): Some room booking responsibilities

Signed _____ Date of last review _____

(Recruiting Manager)

Person Specification

ual:

Specialist Knowledge/Qualifications	<p>Knowledge of UK Visas and Immigration legislation and of procedures and eligibility criteria for students (desirable)</p> <p>Knowledge of UAL main course admissions processes (desirable)</p> <p>Strong IT skills</p> <p><i>English UK</i> Certificate in Student Services Management (desirable)</p>
Relevant Experience	<p>Experience of international students in higher or further education</p> <p>Previous experience of working in student welfare or support specifically with international students (desirable)</p>
Communication Skills	<p>Communicates effectively orally, in writing and/or using visual media. Able to adapt communication for different audiences always exhibiting empathy and discretion.</p>
Leadership and Management	<p>Motivates and leads, 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>
Student experience or customer service	<p>Builds and maintains positive relationships with students, clients, customers and partners</p>
Creativity, Innovation and Problem Solving	<p>Uses initiative or creativity to resolve problems</p>