

ual:

Job description and person specification

Programme Administrator

Job description

Job title	Programme Administrator
College/Service	Professional Service Operations
Department/Team	Academic Registry
Accountable to	Programme Administration Manager
Contract	Permanent
Term	35 hours per week, 52 weeks per year
Grade	Grade 3
Salary	£32,624 - £39,342 per annum
Location	UAL - Various sites, London UK
HERA Reference	000177

Purpose of the role

To provide proactive, full and comprehensive administrative support and record maintenance for a specified portfolio of courses, in accordance with the procedures and regulations of UAL.

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 College Academic Registry service provided to academics and students in accordance with agreed standards.

Key duties and responsibilities

Main Responsibilities:

Provide administrative support within the agreed timescales and service level agreements, providing administrative support as required, including but not limited to the following:

- Responding to student queries and on course enquiries.
- Maintaining accurate student records, including the processing of Withdrawals, Transfers, Year Out, Partial Year Out requests and Extenuating Circumstances claims, archiving and records management.
- Maintenance of Student Exception Reports and KIS data to ensure effective preparation of student / course related statistical data and reports.
- Maintenance of relevant filing and administrative systems.

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- The monitoring of student attendance, including awareness of statutory requirements.
- Supporting the administration of student feedback process.
- Supporting student assessment submission.
- Entering and 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.
- Full servicing and clerking of formal committees including the monitoring and chasing of actions.
- The timely collation and production of handbooks.
- Supporting student tutorial planning, recording of attendance and assisting with associated document production.
- Supporting the Programme Director with preparation for Continuous Monitoring, Quality Review, Course Validation and External Examiner nominations.
- Providing administrative support for the appointment and ongoing management of External Examiners, including liaison, responding to their queries and providing information as appropriate.
- Supporting academic staff and students with the interpretation of University, College and School requirements in respect of Academic Registry regulations and procedures, communicating regulations and policy to them clearly and confidently.
- Adhering to agreed processes and procedures, providing a consistent and coordinated approach to programme-related administration.
- Providing administrative support for formal student representation.
- Providing administrative support for degree shows and study abroad trips.
- Providing a general information and reception service for student-facing services on the Student Contact Desk as required; acting as an interface between staff and students, referring visitors and telephone callers to the appropriate point of contact or specialist services.
- To support and be involved in the college enrolment sessions in accordance with UAL procedures.
- In partnership with Quality Assurance teams advise academic staff on quality assurance and enhancement matters.
- To produce accurate registers.
- To collaborate with Course leaders and timetabling team to support the smooth scheduling of courses.
- Keeping abreast of course developments in order to be able to impart current information to students and in the support of course teams.
- Providing seamless and excellent customer service to staff and students.

Key working relationships

- Programme Directors
- Course Leaders
- Quality Assurance Team
- Disability Service
- University Academic Registry Teams
- Timetabling Team
- Associate Deans

General duties

These duties below are in addition to the duties and responsibilities listed above:

- Perform duties and tasks consistent within the scope and grade of your role as reasonably may be expected and assigned to you from anywhere within the university.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Staff Charter and Dignity at Work Policy and anti-racism plans, promoting equality diversity and inclusion in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning and Review Conversations (PRC) scheme and staff development opportunities.
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- Contribute to the University's Climate Action Plan and Social Purpose Strategy which sets out our principles, commitments and goals towards climate justice and our socio-environmental purpose.
- You may be required to work such additional/different hours as may from time to time be necessary for the proper and efficient discharge of duties which may include evenings, Saturdays, Sundays and bank holidays.
- You may be required to regularly travel to other sites and internationally as necessary.

Person specification

This section provides a list of up to 10 essential criteria (and up to 2 desirable criteria if specified) that you will need to demonstrate you meet as part of the recruitment process.

Experience, knowledge and qualifications

- Educated to A-level or equivalent.
- Experience of servicing formal meetings including clerking and minute writing, with an understanding of UAL policies relating to this.
- Significant demonstrable administrative experience, preferably within Higher / Further Education.
- Experience of using a range of databases.
- Ability to use a range of Microsoft Office applications to a high standard.

Communication skills

- Communicates effectively orally, in writing and/or using visual media.
- Ability 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.

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.
- Is unfazed by demanding customers and always works in a professional manner.

Creativity, innovation and problem-solving

- Uses initiative or creativity to resolve problems and is prepared and able to offer solutions independently, only referring to manager if issue is complex or requires a decision outside of level of responsibility.