Job Description

Programmes Administration Coordinator

Salary: Grade 5
Contract: Part time, fixed term
Location: Canterbury Campus
Responsible to: Programmes Administration Manager
Job family: Administrative, professional and managerial

Job purpose

As a member of the Programmes Administration team, the Programmes Administration Coordinator provides comprehensive administrative support in the areas of student administration to a large number and wide variety of undergraduate and postgraduate taught programmes within the schools (including HDAs).

The post holder ensures the smooth running of all taught programme procedures across the schools to support an excellent student experience and help the University deliver its strategies. They will work closely with staff across the schools, including Directors of Education and academic colleagues, the marketing team and wider Programmes Administration team and a variety of central colleagues including the Admissions team.

Reporting to the Programmes Administration Manager, the role holder will supervise the workflow for staff administering taught programmes within the University.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Provide highly effective administrative support to the Programmes Administration Manager in close liaison with other supervisory staff within an education-related portfolio, ensuring operational efficiency and compliance with University regulation.
- Take a proactive role in developing and enhancing the administrative processes within the University in line with changes to systems, ways of working and codes of practices
- Supervise and contribute to the timetabling, assessment and examination (including Boards of Examiners and associated student prizes) processes for the University's portfolio of taught programmes, ensuring that all University policies are applied consistently. Liaising with external examiners concerning more complex matters to ensure they have the required information to carry out their duties and that work, and mark changes are received in time for key deadlines.
- Operationalise the annual timetable and teaching planning process for academic staff and students, in order to facilitate to the smooth running of all taught modules.
- Ensure student records, programmes databases and student data systems are accurate and up to date in line with University policy and GDPR regulations. This includes the provision of standard reports and analysis from such systems in order to support decision -making.
- Support relevant committees, taking and circulating minutes, preparing agendas and supporting documents and proactively following up on action points.
- Manage all taught programme enquiries, guiding the Programme Administration Administrators in providing information and assistance to staff and students, as well as handling internal and external enquiries in relation to the schools. Ensuring the delivery of a high level of customer service by dealing with enquiries promptly and professionally.

- Work flexibly across the team to provide support where needed, particularly during busy periods and undertaking a range of administrative duties to promote a positive student experience.
- Assist with administration associated with validated/franchised institutions where relevant.
- Undertake a range of duties related to the ongoing supervision of team members ensuring that each team member is motivated and supported. This includes providing guidance and support through informal (on the job) training/coaching to maintain operational effectiveness.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- This is a student-focused role and the role holder can expect to have a large amount of direct contact with students (which may include matters of confidentiality).
- The role holder will need to have a good knowledge and understanding of procedures and policies relevant to the role to be able to respond to a wide range of enquiries, whilst recognising when it is more suitable to refer to someone else for specialist advice. Able to recognise the need to update and modify current school processes and procedures to ensure they are in line with current University procedures.
- The role holder must be able to work with minimal day-to-day supervision. They need to use own initiative, planning their own workload deciding what is a priority.
- Managing multiple requests for information or dealing with several customers politely and professionally. Able to manage multiple interruptions to their work. Comfortable chasing information that is required.
- Ensure strict confidentiality with student data, adhering to University guidelines and Data Protection legislation. Able to interpret data and produce reports of findings. Able to present these findings as required.
- This role also has supervisory responsibilities, but not line management

Facts & figures

Programmes administration will support all taught students with regards the administration of their programme, support academic staff to facilitate teaching, support the processes underpinning learning and teaching and ensure a seamless student experience.

Staff within the area work closely with other areas of the University, in providing a student focused service that is responsive to a changing HE environment.

Supervisory responsibility for approximately 4/5 staff.

Internal & external relationships

Internal: Students and Staff within the schools: student related administrative staff within the other departments; staff within various central professional services areas across the University.

External: Prospective students and their parents; visitors to the University; external supervisors and examiners; placement providers; Student Finance England

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Repetitive limb movements

- Conflict resolution
- Pressure to meet important deadlines such as might be inherent in high profile projects
- Ability to occasionally travel in a timely and efficient manner between campuses

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- GCSE Maths & English (grade C/4 or above) or equivalent (A)
- Educated to A level standard or equivalent (A)
- Experience of working in HE administration including knowledge of timetabling in an education context and of taught programme processes and procedures (A,I)
- Good IT skills, particularly Microsoft Office packages (intermediate level) (A,I)
- Experience of using spreadsheets and databases on a regular basis (A,T)
- Excellent oral and written communication skills including the ability to communicate clearly and accurately with a wide range of people (internal and external) (A,I)
- Excellent interpersonal skills including a helpful and responsive manner with the ability to remain calm when under pressure (I)
- Excellent customer service skills with the ability to deal pleasantly, confidently and effectively with customers and colleagues (I)
- Experience of using and managing data in line with GDPR and handling sensitive matters with discretion (I)
- Excellent attention to detail and high degree of accuracy (A,T)
- Experience of taking minutes and coordinating/supporting formal meetings (logistics, agendas, minutes, etc) (A,I,T)
- Numerate with an ability to process statistical information, evaluate data and produce reports (A,I,T)
- Experience of and ability to manage own workload, prioritising tasks as appropriate to meet changing demands and deadlines (A,I)
- Ability to work under pressure (I)
- Ability to work both independently and in cooperation with others to meet deadlines (I)
- Experience of using initiative to problem solve or improve process efficiency (I)
- Experience of team supervision (A,I)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

Desirable Criteria:

- ECDL/CLAIT or equivalent IT qualification (A)
- Experience of working with confidential information (A,I)
- Knowledge of student data systems or similar/equivalent (A)
- Experience of working flexibly, responding positively to changing priorities (A,I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage