

Job Description

Programmes & Administration Assistant

Job Reference:	CSF-899-24
Salary:	Grade 4
Contract:	Full time, Ongoing
Location:	Medway Campus
Responsible to:	Programme and Administration Manager
Job family:	Administrative, professional and managerial

Job purpose

As part of the Programme and Administration team, this role will report to the Lifelong Learning Programme and Administration Manager and will provide a broad range of support for administrative services across all programmes and provision to ensure that Lifelong Learning is promoting a positive student experience.

Each day this role will play a key part in a range of general administrative duties to ensure that Lifelong Learning adheres to policies, processes and procedures of the University, Quality Assurance (QA), Code of Practice and external regulatory bodies such as Office for Standards in Education, Children's Services and Skills (Ofsted) and Education and Skills Funding Agency (ESFA). This role requires liaison with other departments and Divisions across the University and outside organisations and employers as necessary to complete programme and administration co-ordination activities.

Key accountabilities

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

- Provide a broad range of support administrative services across all programmes to ensure Lifelong Learning is promoting a positive student experience including student applications, inductions, module material, VLE (such as Moodle), progression reviews, student support, requests for extensions and so on, examinations, examination boards and various committees.
- Undertake several general administrative duties to ensure that Lifelong Learning adheres to policies, processes and procedures of the University, Quality Assurance (QA), Ofsted, ESFA and Code of Practice.
- Contribute to the co-ordination of the annual timetabling process for academic staff to facilitate the smooth running of the taught modules. Including liaising with the Timetabling Office to ensure that ongoing additional requirements and issues are met

- Update Lifelong Learning student data bases, reporting and CRM (or similar) systems, ensuring the information is current and up to date and complies with GDPR, ensuring updates to the system and implemented when necessary and information cascaded to relevant staff.
- Support the delivery of the online evaluation process for student, employer and apprentice surveys, a key quality assurance mechanism required by the University's code of practice and other required regulatory authorities (eg Ofsted and ESFA or similar).
- Act as point of contact for students, apprentices, prospective employers, external examiners, collaborative partners, staff and visitors to Lifelong Learning, providing a courteous and effective service and advising on a range of matters to support positive apprenticeship experience.
- Oversee that student files and other related systems are up to date to ensure the smooth student progression.
- Support the organisation of teaching, summer schools, examinations, meetings, events and committees within Lifelong Learning ensuring committees are serviced and aligned with the Universities Code of Practice.
- Participate in continuous improvement initiatives to ensure Lifelong Learning is able to achieve an efficient delivery of service through the improvement of administrative processes.

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.

- Manage and respond flexibly to conflicting priorities for self and team in a busy environment with fixed deadlines and in a complex and evolving apprenticeship landscape.
- Keep up to date with changing policy and process and relaying the relevant information to stakeholders.
- High degree of accuracy inputting data into the various on-line reporting and data base systems.

Facts & figures

In addition to the post-graduate part-time learners, collaborative partner delivered provision and short courses, there are apprentices enrolled across a range of Kent apprenticeship programmes. The number of students, apprentices and programmes has grown significantly and this is set to continue in 2021/22 and beyond. Currently the provision is offered via non-traditional delivery routes including on-line and blended learning, as well as face to face block teaching.

Internal & external relationships

Internal: All learners, academic & administrative staff in Lifelong Learning, in particular the Programme and Administration Manager, the Lifelong Learning senior leadership team, Director of Learning & Teaching, Director of Graduate Studies and directors of individual programmes, Key contacts within the University including Divisions, QA&V office, EMS and Student Unions.

External: Prospective Learners, employers and external organisations and collaborative partners, counselling services, Student Learning and Advice Service, University Medical Centre, Careers Services, International

Development Office, DDU, Inter-University relationships with regards to improving systems, Honorary staff and visitors.

Health, safety & wellbeing considerations

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

- Regular use of Screen Display Equipment
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There will be requirement to periodically work at weekends
- 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:

- Educated to GCSE standard with English and Maths at grade 4/C or above, or equivalent (A)
- Previous clerical or administrative experience in a customer-facing role (A, I)
- Excellent oral and written communication skills, giving the post-holder the ability to deal confidently with a range of people at all levels (A, I, T)
- Expertise in the use of Microsoft Office, including Word, Excel and PowerPoint (A, I, T)
- Attention to detail (A, I)
- Demonstrable ability to meet deadlines (A, I)
- High level IT skills and the confidence and willingness to learn and use new applications (I)
- Ability to produce documents to a high standard and to have a good eye for detail (I)
- Ability to liaise effectively with colleagues and external parties and to deal tactfully with a wide range of people (I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day-to-day work of the role (I)

Desirable Criteria:

- ECDL or equivalent IT qualification (A, I)
- A higher professional qualification (certificate, diploma or degree) (A, I)
- Previous experience in committee work preparation of accurate minutes (A, I)
- Experience of working in higher education (A, I)

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