

Job Description

Language Centre Administrator

Salary:	Grade 4
Contract:	Full time, ongoing
Location:	Canterbury Campus
Responsible to:	Head of Academic Operations
Job family:	Administrative, professional and managerial

Job purpose

As a member of the academic operations team, the administrator for the Language Centre provides a comprehensive, end-to-end administrative support to the portfolio of courses within the centre, providing a service to students, staff and members of the public. The role holder will undertake all activities ensuring compliance with relevant University policies and procedures, within set timeframes and ensure a high-quality learning experience.

With a broad understanding of the routine activities required to ensure the smooth and efficient administration of each of the languages on offer, the role holder will be largely self-managed on a daily basis, taking instruction from the Language Centre Director and the Head of Academic Operations.

The role holder will frequently liaise with and reply to queries from students, staff and the general public, as well as colleagues from across the University including in finance and operations, ensuring a courteous and efficient response at all times.

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.

- Act as a point of contact for all language centre students and enquirers, advising on a wide range of administrative matters to support a positive student experience and delivering a high level of customer service by dealing with enquiries promptly and professionally.
- Provide comprehensive administrative support to the Language Centre Director, including managing enrolment, timetabling, group allocation, certificate distribution, scheduling and minuting meetings, maintaining mailing lists and overseeing QA processes.
- Collaborate with the Data Protection and Assurance team to update and ensure compliance with relevant privacy policies.
- Coordinate with the web team to maintain up-to-date online information on language availability, pricing (where applicable), and session schedules on institutional web pages.
- Represent the Language Centre at key university events throughout the academic year, such as open days, welcome week, and summer schools, offering information and support to both tutors and visitors.
- Work closely with the Language Centre Director to set annual pricing for external stakeholders, ensuring accurate distribution of this information to the online store team and central finance.
- Maintain accurate records, including module specifications and registration details, while ensuring data integrity and adherence to university policies and regulatory standards.
- Facilitate the onboarding process for new language lecturers in collaboration with HR, ensuring staff cards, KV access, and enrolment on relevant Moodle pages are completed efficiently.

- Work flexibly across academic operations team to provide support where needed, particularly during busy periods and undertaking a range of administrative duties to promote a positive stakeholder experience in support of the overall institutional strategy.

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).
- Apply knowledge and understanding of certain procedures or policies to be able to respond to a wide range of enquires whilst recognising when it is more suitable to refer to someone else for specialist advice.
- Able to work on own initiative, planning own workload in discussion with the Language Centre Director and the Head of Academic Operations. Asking for guidance or signposting queries where necessary.
- Managing multiple requests for information or dealing with several customers politely and professionally and working across the academic operations team where required.
- Maintaining accuracy when dealing with all data. Knowing when to ensure any discrepancies are referred to the Language Centre Director.

Facts & figures

Administrators within academic units, or in collaboration with them, play a vital role in supporting all students, whether internal or external to the institution, by managing the administrative aspects of their programme(s). They also assist academic staff to facilitate teaching, support the processes underpinning learning, and ensure a seamless experience.

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

Internal & external relationships

Internal: Students, academic and professional services colleagues within the language centre and academic operations, central service departments where required.

External: Visitors to the institution (including general public interested in language learning), prospective students and their parents or guardians

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

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 in English & Maths (Grade C/4 or above), or equivalent (A)
- Previous administrative experience in a customer facing role (A,I)
- Good IT skills, particularly Microsoft Office packages (intermediate level) (A,I,T)
- Experience of using spreadsheets and databases on a regular basis (A,I,T)
- Excellent communication and presentation skills, able to communicate effectively and clearly both verbally and in writing (A,I,T)
- Good organisational and time management skills (I,T)
- Ability to manage and prioritise own workload to meet rapidly changing demands (I)
- Ability to work, where appropriate, without close supervision (I)
- Ability to work effectively independently and as part of a team to ensure deadlines are met (I)
- Excellent interpersonal and customer service skills including a helpful and responsive manner with the ability to remain calm when under pressure (I)
- High degree of accuracy and attention to detail (I,T)
- Numerate, with the ability to process statistical information (I,T)
- Discretion and the ability to handle issues of sensitivity with complete confidentiality (I)
- Willingness to learn and apply new systems and processes (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:

- CLAIT/ECDL or equivalent qualification (A)
- Experience of working in HE administration (A,I)
- Experience of working in a student facing role (A)
- Knowledge of university student data systems (e.g SDS, Cressida) or similar/equivalent (A,I)
- Experience of minute taking (A,I,T)

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