

Job Description

Programme Admin Administrator

Salary:	Grade 4
Contract:	Full time/Part time, ongoing
Location:	Canterbury Campus
Responsible to:	Programmes Administration Manager
Job family:	Administrative, professional and managerial

Job purpose

As a member of the Programme Administration team, the Programme Admin Administrator provides a comprehensive, end-to-end student administrative support to the academic portfolio of taught courses and programmes within the University in order to ensure a high-quality teaching and learning experience for both students and staff.

With a broad understanding of the routine activities required to ensure the smooth and efficient administration of the taught programmes in the schools (including HDAs), the role holder will be largely self-managed on a daily basis, taking direction from the Programmes Administration Coordinator(s) where required for less routine tasks.

As a proactive member of the Programme Administration team, the role holder will respond to students and colleagues from across the University as well as visitors and external contacts on routine matters, 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 taught students (including HDAs), advising on a wide range of Programme Administration matters to support a positive student experience. Also acting as a point of contact for staff and visitors to the University, delivering a high level of customer service by dealing with enquiries promptly and professionally.
- Provide a broad range of support and administrative service across all taught programmes including but not limited to programme administration, timetabling and examinations to ensure the University is promoting a positive student experience in line with the requirements of the University's Codes of Practice and policies.
- Provide administrative support to QA colleagues where needed to the Boards of Examiners and Mitigation Committee(s), liaising with QA colleagues regarding Programme Administration elements related to the roles of External Examiners and Chief Examiners.
- Undertake a number of general administrative duties related to programme administration to ensure schools adhere to the policies, processes and procedures of the University, Quality Assurance (QA) and Codes of Practice.
- Work in liaison with the Canterbury and Medway student administration offices to ensure that there is a coherent and efficient use of University resources when solving student administration related issues.
- Provide administrative support to relevant Programme Administration committees, ensuring they are serviced and aligned with the University's Code of Practice.
- 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.

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 taught students (which may include matters of confidentiality).
- Applying 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.
- Working on own initiative, planning own workload in discussion with the Programmes Administration Coordinators and Officers. 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 team.
- Maintaining accuracy when dealing with all data. Knowing when to ensure any discrepancies are referred to the Programmes Administration Coordinators.

Facts & figures

The Programme Administration team supports all taught students with regards to 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.

Internal & external relationships

Internal: Students, academic and professional services colleagues, central services departments

External: Visitors to the University (including academics and speakers), external examiners, alumni, prospective students and their parents, suppliers

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 and English (grade C/4 or above) or equivalent (A)
- Previous administrative experience in a customer facing role (A)
- 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)
- Good organisational and time management skills (I,T)

- Ability to manage and prioritise own workload to meet rapidly changing demands (I)
- Ability to work effectively both independently and without close supervision where appropriate, and as part of a team to ensure deadlines are met (I)
- Excellent communication and presentation skills, able to communicate effectively and clearly both verbally and in writing (A,I,T)
- Excellent interpersonal and customer service skills including a helpful and responsive manner with the ability to remain calm when under pressure (I)
- Experience of minute taking (A,I,T)
- High degree of accuracy and attention to detail (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)
- 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)

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