

## JOB DESCRIPTION

**Job Title:** Programme Administrator

**Grade:** SG5

**Department:** Faculty of Engineering and Science

**Responsible to:** Campus Academic Services Manager

**Responsible for:** N/A

**Key Contacts:** N/A

**Standard Occupational Classification (SoC code):** N/A

**Non-Contractual Nature of Role Profile:** This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

### PURPOSE OF ROLE

As part of a team, to assist with programme administration in the Faculty.

To provide high standard administrative support to key programme administration related activities ensuring an efficient and effective service to students.

This is a key customer care role requiring a caring and empathetic attitude to student queries and concerns. The post-holder will play an essential role in delivery of these objectives and will be required to liaise with students, academics, support staff and externals on a range of issues.

### KEY ACCOUNTABILITIES

#### Team Specific:

- Work effectively to provide key programme administration activities.
- Establish and maintain good working relationships in contributing to the delivery of an efficient support service.
- To support the timetabling officer during peak periods.
- Collaborative working across campus teams – generate processes to support varying activities.
- Providing a student focused service in line with academic policies.
- Working as a team to support local DSE Assessments ensuring they are up to date and properly recorded, putting in place any necessary requirements in line with Health & Safety policies.

**Generic:**

- Provide comprehensive, confidential support to programme administration activities to ensure that academic requirements of the Faculty are met.
- Work collaboratively to devise and implement administrative systems that ensure effective records, archiving and filing systems and process are maintained, and maintaining confidentiality and security of appropriate records.
- Prepare documentation and materials ensuring a high level of accuracy and presentation, following guidelines where available, for example programme documentation, handbooks, induction materials, promotional materials etc.
- Contribute to supporting an effective learning and quality provision in accordance with University regulations and requirements, as well as external Professional and Statutory Body requirements.
- Facilitate administration tasks for main and resit SAP and PAB boards such as mark preparation, SAP report downloads, Module Monitoring Reports (MMRs), liaising with external examiners.
- Minute SAP & PAB boards during assessment period as required.
- Liaise with internal and external stakeholders as required within the remit of the role.
- Work flexibly, providing cover and collaborative support to other colleagues in the team to meet variations in demand.
- Provide student attendance monitoring.
- Use Banner and other university systems, including reporting dashboard as required to support the work of the Faculty.
- Provide assistance to programmes and students with regard to routine Moodle support.
- Quality check coursework for admin review, monitor dashboard to ensure coursework is being progressed to finalised. Liaise with programme teams to ensure all data is up to date on Bulk edit and Banner faculty curriculum records maintenance.
- Support the school teaching lead with D2 Module change forms
- Close coordination of the timetables assisting the Faculty Timetabling Officers in the planning and implementation of the annual timetable cycle.
- Develop or help develop appropriate systems which will enable the Faculty to deliver a high-quality service to all clients, including, but not limited to, students and academic staff.
- To act as Fire Warden within local area.

**Student Care:**

- Provide an excellent level of support for Faculty of Engineering & Science, taking ownership of queries and problems and ensuring that an appropriate response is made to the student.

**Managing Self:**

- Follow up on missing marks with academic staff and ensure all marks are accurately and completely entered on Banner within the appropriate time scale.
- Delegated authority to approve Programme Change forms on behalf of programme leader.
- Provide Faculty support for the organisation of Faculty open days.
- Participation in open days.
- Any other appropriate administrative work as required by the Campus Academic Services Manager including oversight and reporting of faculty activities and operations.

**Core Requirements:**

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

**Additional Requirements:**

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the Faculty of Engineering and Science delivers the required level of service.

**KEY PERFORMANCE INDICATORS:**

- Student Satisfaction.
- Smooth running of support activities in the faculty.
- Generate good working relationships across the faculty.

**KEY RELATIONSHIPS (Internal & External):**

- Students
- Academic Staff, Programme Leaders, and Lead Tutors
- Professional Support Staff
- Head of Schools
- Associate Dean of Student Success
- Student Services
- Student Records Team

## PERSON SPECIFICATION

### EXPERIENCE:

#### Essential Criteria

- Administrative experience in Higher Education or similar environment.
- Experience of working in a busy office environment
- Experience of working as part of a team.
- Working under pressure.
- Experience servicing committees and minute taking.

#### Desirable Criteria

- Working in the Higher Education sector.
- Experience of using university systems, such as Banner, Moodle, and reporting dashboards.
- Knowledge of HE institutions and the current challenges in the sector.

### SKILLS:

#### Essential Criteria

- Excellent working knowledge of Microsoft Office, including Word, Excel, PowerPoint, Outlook.
- Excellent interpersonal skills.
- High level of proficiency in English, both written and oral.
- Ability to communicate clearly and confidently both on the telephone and face to face at all levels.
- To be able to demonstrate commitment to continuing professional development and desire to develop in the role.
- Ability to organise own work and prioritise workload with minimal supervision.
- Ability to identify and meet deadlines.
- High degree of accuracy and the ability to pay close attention to detail.
- Ability to work well in a team.
- Adaptable to different types of work and workload.
- Calm under pressure.
- Building and maintaining relationships with key stakeholders in a professional manner (e.g. courteously, efficiently, assessing level of priority).
- Commitment to continuing professional development and desire to develop in the role.
- Discreet approach and ability to maintain confidentiality

**Desirable Criteria**

- Able to create reports and compile statistics as required.

**QUALIFICATIONS:****Essential Criteria**

- A2- level or B. Tech level 3 education or equivalent Level qualification.
- A good standard of general education, including minimum of A-C grades in Maths and English or equivalent.

**Desirable Criteria**

- Degree level or relevant qualification and experience around administrative support.

**PERSONAL ATTRIBUTES:****Essential Criteria**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.
- Confident, Self-Motivated.
- Results focused.

**Desirable Criteria**

- N/A