JOB DESCRIPTION

Job Title:	Senior Programme Administrator	Grade:	SG6
Department:	Greenwich Business School	Date of Job Evaluation:	July 21
Role reports to:	Faculty Administration Manager		
Direct Reports	N/A		
Indirect Reports:			
Other Key contacts:	Head of Department/School, Head of Business Operations, administrative and technical support colleagues, academic staff, students, visitors, external collaborators, examiners.		
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:

To provide high standard of support for programme administration, ensuring an effective and efficient service is maintained across Departmental/School/Faculty activities.

Work within the Faculty administrative team to develop, support and maintain robust administrative systems, processes and procedures across the faculty.

Lead and manage key projects within the overall remit of the team, as directed by the Faculty Administration Manager.

KEY ACCOUNTABILITIES:

Team Specific:
- Contribute to the co-ordination of the ongoing development and improvement of team services, taking a lead in specific areas in liaison with the Faculty Administration Manager.
- Work effectively as a member of the Faculty Administration team to ensure administrative support meets the academic and student related requirements of the faculty.
- Taking a lead in providing support to key activities under the direction of the Faculty Administration Manager.
- Establish and maintain good working relationships in coordinating the delivery of an efficient support service.
- Identify improvements to the effectiveness and efficiency of the administrative service and take a lead in implementing these.
- To assist when required with key University wide processes as required, for example, clearing, enrolment and graduation.
- Work flexibly, providing cover and collaborative support to other colleagues in the team to meet variations in demand.
- Deputise for the Faculty Administration manager when required.

Generic:
- Work closely with the Head of Department/Schools to ensure administrative support meets the academic, research and consultancy requirements of the Department/Schools.

- Take initiative and lead on projects as required ensuring that work is organised and delegated according to individual abilities and that clear objectives are set.
- Ensure that effective records, archiving and filing systems and processes are devised and maintained.
- Oversee the preparation of documentation and materials ensuring that a high level of accuracy is maintained, for example relating to correspondence, programme documentation, handbooks, induction materials, promotional materials, etc.
- Support Heads of Department/School in ensuring that the administration of assessments and examinations runs smoothly.
- Contribute to supporting effective learning and quality provision in accordance with University regulations and requirements, as well as external Professional and Statutory Body requirements.
- Make preparations across the range of key activities, for example open days and recruitment activities, events, new arrivals week and student experience and employability support, programme validations, examinations and PABs and CPD activities.
- Maintain an effective learning and quality provision in accordance with university regulations and requirements.
- Coordinate the collection of student feedback in relation to programmes delivered within the Department/School.
- Liaise with partner colleges, collaborative partners, external examiners, accrediting bodies and other external stakeholders as required.
- Ensure that meetings are appropriately supported and follow up action is completed.
- To use Banner and other university systems, including reporting dashboard as required to support the work of the Faculty.
-

Managing Self
- Self-motivated with the ability to work under pressure during peak periods.
- Team-focused, providing support to colleagues and activities as required.
- Develop and maintain positive relationships with a range of stakeholders.
- Respond to queries in a timely manner.
- Maintain confidentiality at all times.
- Responsible for maintaining own continuous development and supporting that of others.

Core Requirements
- Adhere to and promote the University's Equality, Diversity and Inclusion and Information Security policies
- Ensure compliance with Health & Safety and Data Protection regulations
- 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.

Additional Requirements
- Deputise for Faculty colleagues in their absence.
- On occasions, work outside of normal working hours to support Department and Faculty activities.
- Some UK or Overseas travel may occasionally be required.

KEY PERFORMANCE INDICATORS:
- Effective and efficient administrative service.

- Documentation produced and deadlines met.
- Contribution to team ethos and effectiveness.
- Staff Development / progression of team members (measured by feedback from colleagues, students and key stakeholders both internally and externally)

KEY RELATIONSHIPS (Internal & External):
- Students
- Faculty and Department/School colleagues, including other administrative and support staff, academics and researchers.
- Staff in Central Services across the University, including Office of Student Affairs, Recruitment and Admissions, Space Management, Student Records, Facilities Management, Catering, Learning and Quality, GRE.
- External partners, collaborators, consultants, examiners and other external stakeholders
- Students.

PERSON SPECIFICATION

Essential	Desirable
Experience • Extensive administrative and secretarial experience. • Working to senior colleagues with often conflicting demands. • Meetings administration and note-taking.	**Experience** • Working in the Higher education sector or similar environment. • Experience of using online central systems and packages.
Skills • Excellent working knowledge of Microsoft Office. • Excellent interpersonal skills. • High level of proficiency in both written and oral English. • Ability to communicate effectively at all levels. • Ability to prioritise and manage own workload and delegate tasks appropriately. • Ability to plan and manage projects effectively, ensuring that clear objectives are set. • Excellent attention to detail and the ability to maintain accuracy. • Analytical and systematic approach to work. • Team player. • Ability to work well under pressure. • Commitment to continuing professional development and desire to develop in the role. • Ability to support the development of others.	**Skills** • N/A
Qualifications • Degree or professional qualification and/or extensive relevant administrative experience	**Qualifications** • N/A
Personal attributes • We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity	**Personal Attributes** • N/A