

## JOB DESCRIPTION

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|---|--|--------------------------------|-----------|
| <b>Job Title:</b>   | Faculty Programme Administrator  | <b>Grade:</b>                  | SG5       |
| <b>Department:</b>  | Faculty of Education, Health & Human Sciences  | <b>Date of Job Evaluation:</b> | July 2019 |
| <b>Role reports to:</b>   | Teaching and Learning Support Manager/Senior Teaching and Learning Support Officer   |                                |           |
| <b>Direct Reports</b>   | n/a  |                                |           |
| <b>Indirect Reports:</b>  | n/a  |                                |           |
| <b>Other Key contacts:</b>  | Programme/Portfolio leads, Academic staff, Other Faculty administrative and technical staff, Central directorate colleagues (admissions, student services etc), students, applicants, service users. |                                |           |
| 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 a high standard of administrative support to key programme administration related activities ensuring an efficient and effective service to programme and portfolio leads, and students.

### **KEY ACCOUNTABILITIES:**

#### **Team Specific:**

- Work effectively as a member of the Teaching and Learning Support team, in order to provide support to key programme administration activities as directed by the line managers.
- Establish and maintain good working relationships in contributing to the delivery of an efficient support service.

#### **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.
- Provide support to the recruitment and admissions processes, where required, liaising with admissions tutors and other programme administrators as appropriate.

- 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.
- Make preparations across a range of key activities, for example open days and recruitment activities, events, new arrivals week, student experience, employability support, programme validations, examinations, PABs and CPD activities.
- Undertake small-scale projects as directed by the Teaching and Learning Support Manager, researching and collating the information 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.
- To provide student references in a timely manner.
- To provide classroom lists and student attendance monitoring as directed by academic colleagues.
- To provide administrative support for relevant meetings including PABs and plagiarism meetings and follow up, ensuring that room and catering bookings are made, calendar invitations are sent in good time, and that papers and minutes are circulated in a timely way.
- To use Banner and other university systems, including reporting dashboard as required to support the work of the Faculty.
- To provide assistance to programmes and students with regard to routine Moodle support.
- To assist with key University wide processes as required, for example, clearing, enrolment and graduation.

**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.
- Responsible for maintaining own continuous development.
- Respond to queries in a timely manner.
- Maintain confidentiality at all times.

**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.

**Additional Requirements:**

- On occasions, work outside of normal working hours to support Faculty activities.
- Any other duties as may be reasonably requested by your line manager.
- Willingness to work on any campus.

Undertake any other duties as requested by the FOO or their line 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 Faculty of Education, Health & Human Science delivers the required level of service.

**KEY PERFORMANCE INDICATORS:**

- Effective Administrative support, ensuring a positive staff and student experience.
- Timely production and delivery of work, meeting deadlines as required.
- Building effective relationships with key stakeholders.
- Contribution to the team ethos and effectiveness.
- Enquiries responded to in a timely manner.

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

- Programme/Portfolio leads, academic staff, service users, students/applicants, other administrative and technical staff colleagues.
- External collaborators, consultants and examiners.

**PERSON SPECIFICATION**

| <b>Essential</b>  | <b>Desirable</b>   |
|---|--|
| <b>Experience</b> <ul style="list-style-type: none"> <li>• Administrative experience.</li> <li>• Experience of working in a busy office environment</li> <li>• Working under pressure</li> <li>• Experience servicing committees and minute taking</li> <li>• Or considerable proven relevant experience</li> </ul> | <b>Experience</b> <ul style="list-style-type: none"> <li>• Working in the Higher Education sector or similar environment</li> <li>• Experience of using university systems, such as Banner, and reporting dashboards</li> <li>• Knowledge of HE institutions and the current challenges in the sector</li> </ul> |
| <b>Skills</b> <ul style="list-style-type: none"> <li>• Excellent working knowledge of Microsoft Office, including Word, Excel, PowerPoint, Outlook.</li> </ul>  | <b>Skills</b> <ul style="list-style-type: none"> <li>• Able to create reports and compile statistics as required</li> </ul>  |

- Excellent interpersonal skills
- High level of proficiency in English, both written and oral
- Ability to communicate effectively 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 workloads
- 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

**Qualifications**

- 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

**Personal attributes**

- We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful.

**Qualifications**

- N/A

**Personal attributes**

- N/A