

Job Title: Curriculum and Assessment Administration Assistant

Grade: 3

Salary: £25,040 - £25,697 per annum, pro-rata if part-time

Hours/Contract: Full-time, permanent

Job Family: Management & Administration

Reference:

Role Purpose

Work as part of a team to support course administration for undergraduate and postgraduate taught programmes from enquiry through to graduation. Responsible for dealing with enquiries from prospective students, students, academic staff, including other areas in the University and external agencies. A dedicated member of the team taking responsibility for responding quickly and proactively to demand, and identifying and discussing any changes needed for improvements to the service with the Curriculum & Assessment Team Leader/Manager.

Responsible for tasks delegated by the Curriculum & Assessment Team Leader/Manager and undertake general office duties as required and expected to have a flexible approach to work to provide cover for other administrative staff as required across the College to ensure continuity of service

Main Duties and Responsibilities	% Time
Support the administration of taught degree programmes including: - Processing coursework submissions, feedback and marks entry. - Maintaining student records, both electronic and paper files. - Creating and updating administrative information on Blackboard. - Take direction from academic staff as appropriate and in accordance with locally agreed priorities at the appropriate grade - Deal with in person, email and telephone enquiries from current students regarding process and procedures, providing advice and assistance. - Create and maintain student lists including email lists. - Supporting the exam process from paper creation through to exam period support. - Supporting student experience administrated meetings through meeting organization through to taking minutes and actions	75
General office duties including but not limited to: - Ordering stationery, paper and other goods - Maintenance of equipment including supply of paper and toner for all photocopiers.	25





- Ordering AV equipment for teaching and distribution of mail and maintaining contact details for staff and building notice boards
- Reporting of maintenance issues to Estates
- Liaising with academic staff and other areas within the University, including Student and Academic Services, IT Services, Finance and Corporate Affairs and Planning.
- Support with Admissions, Offer Holder and Open days as required.
- Support in the arrangement of meetings related to teaching activities including booking meeting rooms, catering and AV facilities.
- Where a College may have a dedicated reception space, you will be required to undertake reception desk support.

Alongside the principle accountabilities the postholder is expected to:

- Have a flexible approach to work to provide cover for other administrative staff as required across the College to ensure continuity of service.
- Work as a member of a multi-functional team with a common purpose and agreed operating principles. As a member of the team, take responsibility for responding quickly and proactively to demand, and identifying and driving the changes needed for improvements to the service.

Internal and External Relationships

- You will be required to work autonomously and to be able to make decisions on a day-to-day basis, and to make judgments about when to defer decisions to more senior staff.
- Curriculum & Assessment Manager & Team Leader - daily basis
- Student Experience Manager – weekly basis
- Daily contact with current students - provide advice regarding progress and procedures, confirming deadlines or referring onto other staff.
- Daily contacts with administrative staff and academics to exchange information and advice and make decisions regarding student progress.
- Regular contact with Head of School and senior academic staff.
- Regular contact with administrators in other departments.
- Daily contact with the Student and Academic Services, sharing information and seeking advice on particular issues.
- Liaise with other areas within the University, including IT Services and Finance

Planning and Organising

- You will be expected to manage your own time and daily activities.





- You will be expected to plan weeks ahead.
- You will be required to work autonomously.
- You will provide support to the Administration teams in ensuring that deadlines for exams and return of marked work, as set by the University, are met.
- You will be responsible for ensuring that staff and students are informed about timetabling arrangements.
- You will be expected to organise record keeping to ensure that student progression is closely monitored.

Qualifications, Knowledge and Experience

Essential

- Experience of data input and accurate record-keeping*
- Excellent IT skills including Microsoft Office*
- Experience of working as an administrator in a busy environment*
- Educated to GCSE standard or equivalent*

Desirable

- Work experience in higher education*

Skills, Abilities and Competencies

Essential

- Effective oral and written skills in order to communicate effectively with staff and students*
- Excellent accuracy and attention to detail*
- Strong organisational, record keeping and clerical skills
- Good communication skills, with the ability to give and receive information effectively using a variety of methods and to communicate with a wide range of university staff, students and agents.*
- Ability to work as both a member of a team whilst also demonstrating independent working and initiative.*
- A willingness to be flexible towards duties and adaptable to change.
- An understanding of the importance of meeting customer needs and providing a high-quality service.*

****Criteria to be used in shortlisting candidates for interview***

Criminal Declaration





If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

