



**Job Title:** CPD Programme Administrator  
**Grade:** 5  
**Salary:** £22,847 to £27,116 per annum pro rata  
**Department:** School of Healthcare  
**Hours/Contract:** Part-time (0.8FTE, 28 Hours per week) permanent  
**Job Family:** Management and Administration  
**Reference:** 4802

## Role Purpose

As a key member of the professional services team, the post holder will be:

- Responsible for delivering efficient, confidential and proactive administrative service support to the academic lead for Continuing Professional Development (CPD) and postgraduate research related teaching in the School of Healthcare.
- Required to work closely with the academic lead to design and deliver materials to support the growth/maintenance of CPD and postgraduate research related teaching income for the School of Healthcare.

Main Duties and Responsibilities	% Time
<p><b>CPD Marketing and Development of Materials</b></p> <p>Work with relevant members of the School of Healthcare to:</p> <ul style="list-style-type: none"> <li>• Support, develop and produce marketing communications and content across all media for a range of audiences to raise the profile of the CPD and postgraduate research related teaching offerings for the School of Healthcare</li> <li>• Support and develop the marketing activities within the School, assisting with the implementation of the School’s strategy for CPD and postgraduate research related teaching offerings</li> <li>• Assist with designing and implementing the marketing content onto the existing School website to support development of the external CPD and postgraduate research related teaching profile of the School of Healthcare</li> <li>• Maintain social media accounts for the School of Healthcare</li> </ul>	50
<p><b>School Administration</b></p> <ul style="list-style-type: none"> <li>• To provide a high level of administrative and secretarial support relating to CPD and postgraduate research related teaching. This will include undertaking editorial and presentational work on documents, preparing and/or finalising letters, presentations, papers, reports and minutes including confidential items.</li> <li>• To manage the diary of key academic staff within the School, arrange meetings and appointments, liaising and prioritising as appropriate.</li> <li>• Support the wider work of the School’s professional services team as required, providing cover in the absence of colleagues and offering help at busy times of the academic year.</li> </ul>	30





<p><b>Finance and Resources</b></p> <ul style="list-style-type: none"> <li>• Develop constructive relationships with colleagues and appropriate School processes, in order to effectively support, respond to and resolve issues related to the School effectively delivering its plan for CPD and postgraduate research related teaching.</li> <li>• Organise and administer CPD-related events, and other events as required, and arrange travel and accommodation in the UK and abroad where required.</li> <li>• Follow established purchase ordering routines for the procurement of goods and services. Monitor budgets, prepare and analyse reports, proactively highlight and advise on areas of concern.</li> </ul>	<p>20</p>
<p><b>Internal and External Relationships</b></p>	
<p>Dealing confidentially, diplomatically and efficiently with staff, students and external contacts in all of their business with the academic lead for CPD and postgraduate research related teaching.</p> <p>Regular contact with the academic lead for CPD and postgraduate research related teaching and Operations Manager.</p> <p>Regular contact with other administrative staff as part of the shared support structure as well as colleagues within the College of Life Sciences and the wider University.</p> <p>Regular contact with academic staff members.</p> <p>Contact with external bodies such as research grant awarding bodies, external examiners etc.</p> <p>Regular contact with other University departments including HR, Safety Services and Finance.</p>	
<p><b>Planning and Organising</b></p>	
<p>Plan own work weeks in advance and contribute to the planning of activities for the academic lead for CPD and postgraduate research related teaching.</p> <p>Support the setting of priorities over the weeks ahead, with reference to the academic lead for CPD and postgraduate research related teaching as necessary.</p> <p>Be able to respond to new pressures, including those arising from non-standard work.</p> <p>Be able to work under pressure in crisis situations, remain calm and confident.</p>	
<p><b>Qualifications, Knowledge and Experience</b></p>	
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Administration experience supporting multi-functional teams in a changing environment*</li> <li>• Demonstrable experience of using and managing a complex record system*</li> <li>• Experience of using initiative and judgement to resolve problems independently*</li> <li>• Experience of working within a continuous improvement culture.</li> </ul>	





- Knowledge of Data Protection and an ability to deal with confidential issues in a sensitive manner
- Experience in minute taking and servicing committees
- Experience of delegating work to others and monitoring work to ensure completion to the required standard and timescale

### Desirable

- Experience in web design or graphic design\*
- Working knowledge of the relevant University systems and procedures
- Experience of supporting a digital learning and teaching environment
- Working knowledge of e-learning tools and technologies\*
- Working knowledge of web design\*
- Working knowledge of relevant University systems e.g. SAP, SITS, Smarter Purchasing\*

### Skills, Abilities and Competencies

#### Essential

- Excellent IT skills and knowledge including use of Microsoft Office package.
- Effective communication skills, both written\* and verbal, report writing skills, and ability to communicate with colleagues and stakeholders at all levels
- Excellent customer service skills, with experience of responding efficiently and effectively to all types of enquiries
- Excellent team working skills with the ability to work collaboratively and co-operatively with colleagues
- Ability to analyse, present and draw conclusions from straightforward information. Proactively contribute to the resolution of problems and the improvement of systems and processes
- Flexible and positive approach to work with experience of adapting own skills to new circumstances
- A proactive approach towards workload, with the ability to multi-task and complete tasks promptly, accurately and with attention to detail
- Self-motivated, with ability to generate own work and work on own initiative
- Confident and professional manner and ability to act with discretion and diplomacy
- Strong organisational skills
- Ability to understand and apply relevant regulations and policies

***\*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 expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

### 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

### Equality and Diversity

We believe that equality, 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.

