



Job Title: Programme Administrator

Grade: 5

Salary: £25,138 to £29,605 per annum

Department: School of Education

Hours/Contract: Full-time, fixed term contract for 18 months

Job Family: Management and Administration

Reference: 10336

Role Purpose

As a key member of the team, this role involves providing outstanding service and administrative support for (PGT) postgraduate taught and/or PGCE (Postgraduate Certificate in Education) students. You will be responsible for maintaining and enhancing all administrative activities throughout the entire lifecycle of a student, from initial enquiry to alumni status. This includes overseeing student recruitment, School placement, assessment processes, timetabling, and monitoring student progression and engagement.

The post holder will have specific programme responsibilities and will be expected to collaborate across various areas as needed.

Main Duties and Responsibilities

- Handling and resolving a wide range of queries from students, academic staff, other university departments, and external clients. Exercising sound judgment and escalating issues to the Business Administration Manager when necessary.
- Overseeing designated programme administration, including admissions, induction, assessment procedures and scholarship arrangements, ensuring compliance with relevant university policies and procedures.
- Organising school events, including planning, coordinating, and implementing activities. Working closely with stakeholders to ensure all aspects of the event align with school objectives.
- Ensuring that students receive timely feedback and marks for assessed work in accordance with university deadlines.
- Completing various administrative tasks, such as organising school meetings/communications and providing personal assistant support when required.
- Establishing procedures for maintaining student records, including claims, deferrals, suspensions, and extensions. Coordinating with other schools/departments and liaising with the AccessAbility Centre for students with disabilities.
- Liaising with external examiners for the dispatch and return of student assignments, ensuring adherence to procedures. Organising, preparing, and collating all relevant documentation for the Board of Examiners, including invigilating exams if required.
- Ensuring accurate entry of module specifications during curriculum planning. Providing high-level administrative support for teaching allocation and timetabling to ensure students receive accurate and timely timetable information.
- Support the operational delivery for placement learning for trainee teachers by coordinating the planning and sourcing of placements; working with academic staff to allocate placements to students;
- Potential to supervise the work of an Administrative Assistant in these areas.
- Attending meetings and servicing committees as required, including preparing papers, taking minutes, and managing follow-up actions from meetings.





Internal and External Relationships

- Regular communication with the Business Administration Manager.
- Ongoing collaboration with other administrative staff within the shared support structure and across the wider university.
- Frequent interaction with lead academic staff members.
- Consistent liaison with the Operations Manager.
- Regular coordination with Account Managers in Registry and Exam Officers.
- Frequent engagement with PG and/or PGCE students to address queries.
- Regular contact with the Graduate School Office or Exam Office.
- Communication with external examiners.

Planning and Organising

- manage your own time and daily activities efficiently
- plan and organise your tasks in advance
- work autonomously with minimal supervision
- be responsibility for ensuring that university deadlines for exams and the return of marked work are met
- ensure that staff and students are well-informed about timetabling arrangements
- organise and maintain accurate record-keeping systems to closely monitor student progression.

Qualifications, Knowledge and Experience

Essential

- Educated to A level standard or equivalent and relevant work experience. *
- Substantial work experience as an administrator in a busy environment. *
- Experience of taking responsibility and working independently to deal appropriately and efficiently with unforeseen problems / issues*
- Experience of motivating and communicating with a team of staff*
- Experience of interpreting and complying with complex procedures or regulations*
- Experience of improving systems and process
- Knowledge of Data Protection and an ability to deal with confidential issues in a sensitive manner.

Desirable

- Knowledge of current issues and trends relating to the UoL and HE provision.
- Working knowledge of the relevant University systems including SAP Experience of working to protocols and managing multiple projects.

Skills, Abilities and Competencies

Essential

- Excellent IT skills and proficiency in using the Microsoft Office suite, with professional experience managing diaries using Outlook.





- Effective communication skills, both written* and verbal, including report writing and the ability to communicate with staff and students at all levels.
- Excellent customer service skills, with experience in responding efficiently and effectively to all types of enquiries.
- Experience in supporting a digital learning and teaching environment.
- Strong team working skills with the ability to collaborate and cooperate effectively with colleagues.
- Experience in delegating tasks to others and monitoring their work to ensure standards and deadlines are met.
- Ability to develop creative approaches to problem-solving and proactively analyse and address issues with an understanding of long-term implications.
- Ability to interpret and apply relevant policies and procedures.
- Flexible and positive approach to work, with experience adapting skills to new circumstances.
- Proactive approach to workload management, with the ability to multitask and complete tasks promptly, accurately, and with attention to detail.
- Self-motivated with the ability to generate and manage own work and work independently.
- Confident and professional manner, with the ability to act with discretion and diplomacy.
- Strong organisational and record-keeping skills.

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

Reason for Fixed Term Contract

The reason for the fixed term contract is stated in section 1.9 in the summary of contractual terms in your contract of employment.

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

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 equity 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 equity, diversity and inclusion.

