



Job Title: Programme Administrator – Pharmacy (Assessment)
Grade: 5
Salary: £26,338 to £30,805 per annum
Department: School of Healthcare
Hours/Contract: Full-time and permanent
Job Family: Management and Administration
Reference: 11328

Role Purpose

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

- Support the delivery of the Master of Pharmacy (MPharm) programme Post 2 only including assisting and developing all new documentation and systems for managing placement learning and assessment for the programme).
- Deliver an excellent service to students both online and face to face, providing administrative support for the Pharmacy undergraduate taught programme from enquiry through to graduation.
- Be responsible for maintaining and improving all administrative activities throughout the student lifecycle, including for example, responsibility for assessment and monitoring student progression.
- Be responsible for the Pharmacy programme but will be expected to work across other programmes as required to provide cover and support.
- Be responsible for tasks delegated by senior administrative staff and undertake general School administrative office duties as required.

Main Duties and Responsibilities

- Support the setting up and delivery of the new Master of Pharmacy (MPharm) programme focusing on the development of all new documentation and quality system for the programme placements and supporting administration of the placement network and quality monitoring system.
- Respond and resolve queries of varying complexity from students, clinical tutors, placement provider administrative teams plus academic staff and other areas within the University as well as external clients eg NHS England WTE Midlands team in a timely manner. Use own judgement to decide when to escalate on to a manager or to involve others. Take responsibility for responding quickly and proactively to demand, and identifying and driving the changes needed for improvements to the service within the context of the team.
- Monitor and manage the administration of student progression, particularly in placement modules, ensuring that the assessment and feedback processes are conducted in accordance with departmental procedures, University regulations and timescales. Where applicable, work on/oversee the assessment processes including placement portfolio submissions and inputting marks/data into both local and central student record systems (SITS). Act to remove causes of failure, demand and waste within the system, pulling in expertise and support where needed.

In addition, the postholder will provide support to the wider programme administration:





- Monitor and be responsible for the confidential maintenance of student records by ensuring decisions about attendance, deferrals, course transfers etc are recorded appropriately. Implementing systems to ensure that student records are maintained accurately and efficiently. Liaising with other Schools/departments for students where necessary i.e. joint degree programmes and the AccessAbility Centre for students with disabilities.
- Plan and support the organisation of the start of term arrangements to include module registration and induction queries. Ensuring that unit and block specifications are accurately produced during curriculum planning. Providing high level administrative support for teaching allocation and timetabling to ensure that students receive accurate and timely information about their teaching timetable
- Plan and co-ordinate the in-term activities such as Study abroad, AccessAbility and module credit checks.
- Provide support for maintaining Blackboard for the provision of teaching materials, policy Job Summary documents, handbooks, minutes and general communications etc.
- Liaising with external examiners with regards to the appropriate dispatch and return of student assessments and ensuring appropriate procedures are followed. Organising, preparing and collating all relevant documentation for the Board of Examiners. Including invigilating exams if required to by the School.
- Service and attend committees and sub-groups as required to include preparation of agenda and papers, meeting invitations, minutes and dealing with actions arising.

Internal and External Relationships

- Regular contact with the Operations Manager and the Business Administration Manager and with other administrative staff as part of the shared support structure.
- Regular contact with lead academic staff members.
- Regular contact with colleagues in Central Services e.g. Admissions, Student records and Timetabling Regular interaction with Undergraduate students.
- Contact with external examiners.
- Contact with external visitors and prospective students.
- Regular contact with clinical block / placement partners.

Planning and Organising

The Programme Administrator carries out a range of administrative activities associated with the student lifecycle (Undergraduate and Postgraduate) under the supervision of the School Management Team:

- Plan own work in advance to ensure deadlines are met.
- Provide support/cover through clear communication with other administrative staff to ensure a range of activities and schedules are delivered according to the academic Job Summary cycle/agreed deadlines and standards e.g. assessment periods.
- Ensure student progression records are kept up to date and monitored.





Qualifications, Knowledge and Experience

Essential

- Educated to A level standard or equivalent, plus significant experience in a relevant administrative role*
- Significant experience of interpreting and complying with complex procedures or regulations*
- Demonstrate use of managing a complex record system.
- Experience of using initiative and judgement to resolve problems independently.*
- Experience of working within a continuous improvement culture.
- Knowledge of Data Protection and an ability to deal with confidential issues in a sensitive manner.
- Substantial administration experience supporting multi- functional teams in a changing environment with ability to work under pressure.*

Desirable

- Knowledge of current issues and trends relating to the University of Leicester and HE provision.
- Supervisory experience in an office environment.
- Experience of working in Higher Education

Skills, Abilities and Competencies

Essential

- Effective communication skills, both written and verbal, minute writing skills, and ability to communicate with staff and students at all levels*
- Excellent customer service skills, with experience of responding efficiently to all types of enquiries and signposting effectively*
- Excellent IT skills and knowledge including use of Microsoft Office package*
- Experience of working with a Virtual learning Environment.
- 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. Pro-actively contribute to the resolution of problems and the improvement of systems and processes.
- Flexible 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 and ability to handle pressure

Desirable

- Experience of delegating and monitoring work given to others to ensure it is completed to standard and within timescales.
- Working knowledge of relevant University systems e.g. SAP, SITS, Business Objects and Blackboard.





****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

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.

