



Job Title: Postgraduate Taught Course Administrator

Grade: 4

Salary: £21,197 to £23,715 per annum (pro rata if part-time)

Department: School of Psychology and Vision Sciences

Hours/Contract: Full-time, or job share considered, Permanent

Job Family: Management and Administration

Reference: 6226

Role Purpose

As part of the College Postgraduate Taught Programmes Support Team the role holder will provide a comprehensive administrative service to the designated student programmes, to ensure effective course delivery.

To maintain and improve operational efficiency and quality of service through the development and application of continuous improvement.

Resources Managed

The Course Administrator carries out all administrative activities associated with the end-to-end student journey for the designated area, under the management of the designated Team Leader

Main Duties and Responsibilities

To be responsible for all aspects of course administration on any given programme(s), from receiving and dealing with admissions queries, producing course handbooks, processing digital and manual coursework submissions, liaising with dissertation supervisors and markers, releasing marks to students, and assisting in arrangements for student awards and graduation.

To provide a first point of contact for students, to provide advice on University and programme regulations and procedures, explaining sensitive matters carefully and concisely.

To oversee the work of the Administrative Assistant(s) (Grade 3) and any temporary staff, resolving or informing the relevant Manager of any workload or administrative issues

To organise, co-ordinate and follow up any actions arising from Panels and Boards of Examiners to enable students' well-ordered progression through the course to graduation

To provide administrative assistance for academic members of staff as required

Other Administration

- General administrative duties including reception, responding to email queries, collection and distribution of postal mail, updating of notice boards and other dissemination of information.
- Assist in the management of shared administrative processes and procedures, including developing robust systems to deliver a range of services to agreed standards.





- Provide cover for other administrative staff as required to provide continuity of service. Liaison, communication and relationship building with other Schools and Departments, University central administration, as well as outside bodies to support the above mentioned responsibilities.

Internal and External Relationships

- Regular contact with the Team Leader
- Regular contact with other administrative staff as part of the shared support structure as well as the College and the wider University
- Regular contact with academic staff members
- Regular contact with students to answer queries
- Contact with external bodies such as research grant awarding bodies, external examiners etc
- Regular contact with other University departments including HR and Finance.
- Monthly attendance and participation at meetings to disseminate information and to discuss general administrative issues.

Planning and Organising

Planning own work activities weeks in advance and contributing to the plan of activities. Setting priorities over the weeks ahead. If reference to the team manager is necessary, then to recommend a course of action with appropriate justification.

Qualifications, Knowledge and Experience

Essential

Either:

- Academic or vocational qualifications (e.g. general education to A level, NVQ or equivalents) plus some experience in a relevant role*

Or:

- Substantial work experience in a similar role*

Plus:

- Experience of taking responsibility and working independently to deal appropriately and efficiently with unforeseen problems/issues.*

Desirable

- Some experience of working within a higher education environment.*
- Comprehensive knowledge of the work practices, processes and procedures relevant to the role.
- Supervisory experience in an office environment.

Skills, Abilities and Competencies

Essential

- Ability to work independently and plan and organise the time of self and others.





- Evidence of IT skills including full range of Microsoft office suite software, especially Outlook, Word & Excel, databases and finance systems and use of internet.*
- Proven effective oral and written* communication skills at all levels
- Proven organisation skills.*
- Excellent interpersonal skills
- Accuracy and attention to detail*
- Commitment to customer service, high standards and quality.

Desirable

- Understanding of the University regulations and standards required for the role.
- Highly numerate.

****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.

