



Job Title: Programme Administrator (MB ChB Phase 2)

Grade: 5

Salary: £23,715 to £27,929 per annum (pro rata if part-time)

Department: Leicester Medical School

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

Job Family: Management and Administration

Reference: 6285

Role Purpose

As a key member of a cluster team, this you will provide an excellent service and administrative support for taught courses within Leicester Medical School (LMS).

Responsible for contribution to the maintenance and improvement of all administrative activities to include responsibility for assessment, timetabling and monitoring student progression and engagement.

The post-holder will be responsible for specific areas of the LMS MBChB programme and will be expected to work across other areas as required.

Main Duties and Responsibilities

- Dealing with and resolving all queries of varying complexity from students, academic staff and other areas within the University as well as external partners. Using own judgement and only referring matters to line manager / Business Administration Manager when necessary and adopting a flexible approach to work to provide cover for other administrative staff as required across the School to provide continuity of service. 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.
- Overseeing the administration of Primary Care curriculum procedures continually reviewing processes and providing advice to the Year Leads on administrative arrangements. Act to remove causes of failure, demand and waste within the system, pulling in expertise and support where needed.
- Ensuring that students receive feedback and marks for assessed work within the timescales set by the University.
- To work with Administrative Assistants and oversee the process for assessment and/or coursework submissions including inputting marks/data into the student record system (SITS).
- Monitoring students' progress through their studies, and ensuring that the administration complies with relevant University policies and procedures. Responsible for implementing systems to ensure that student records are maintained accurately and efficiently, complying with quality assurance and data protection requirements
- Ensuring that unit and block specifications are accurately produced during curriculum planning. Providing high level administrative support for Block/clinical placement allocations and timetabling to ensure that students receive accurate and timely information about their clinical placements.





- 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.
- Attend meetings and servicing committees as and when required, namely preparing papers, taking minutes and dealing with actions arising from meetings

Internal and External Relationships

- Regular contact with line manager and the Business Administration Manager
- Regular contact with students to answer queries
- Regular contact with clinical block / placement partners
- Regular contact with other administrative staff as part of the shared School support structure as well as the College and the wider University
- Regular contact with academic and clinical staff members
- Some contact with external examiners

Planning and Organising

- You are expected to manage your own time and daily activities.
- You are expected to plan weeks ahead.
- You will be required to work autonomously.
- You will hold primary responsibility for 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 are expected to organise record keeping to ensure that student progression is monitored closely.

Qualifications, Knowledge and Experience

Essential

- Experience of data input and accurate record-keeping*
- Relevant work experience in higher education*
- Educated to A level standard or equivalent*
- Substantial work experience as an administrator in a busy environment*
- Experience of identifying and implementing process improvements in a relevant working environment*

Desirable

- RSA 2 Word Processing or equivalent (e.g. ECDL)





- Experience of taking minutes and supporting committees
- Experience of supervision of administrative staff
- Experience of working in a University or NHS environment
- Experience of organising student placements*

Skills, Abilities and Competencies

Essential

- Ability to understand and comply with relevant internal/external policies and procedures in the workplace*
- Ability to work to tight deadlines and use judgement and initiative to prioritise workload.
- Strong organisational and record keeping skills
- Excellent accuracy and attention to detail*
- 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 proactively as a member of a team, whilst also demonstrating independent working and initiative*
- An understanding of the importance of meeting customer needs and providing a high quality service*
- A willingness to be flexible towards duties and adaptable to change*

Desirable

- Working knowledge of relevant University systems e.g. SITS, CMIS processes and procedures

****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.

