



**Job Title:** Programme Administrator  
**Grade:** 5  
**Salary:** £25,138 to £29,605 per annum, pro rata if part-time  
**Department:** Physics & Chemistry cluster  
**Hours/Contract:** Full time or job share, permanent  
**Job Family:** Management and Administration  
**Reference:** 10212

### Role Purpose

As a key member of a team, this role you will provide an excellent service and administrative support for undergraduate and postgraduate taught courses.

Responsible for maintaining and improving all administrative activities throughout the lifecycle of a student from initial enquiry through to alumni, including responsibility for assessment, timetabling and monitoring student progression and engagement.

The post-holder will be responsible for specific programmes and expected to work across all areas as required.

### Resources Managed

Task management for the Administration Assistant, shared between the 3 Programme Administrators.

### 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 clients. Using own judgement and only referring matters to the Business Administration Manager when necessary.
- Overseeing the administration of the assessment procedures, continually reviewing processes and providing advice to the Directors of Examinations on administrative arrangements.
- 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 coursework submissions including inputting marks/data into the student record system (SITS).
- Establishing procedures for keeping records regarding students' claims regarding mitigating circumstances and requests for deferrals and suspensions of study or extensions to the due date of coursework submissions. Liaising with other departments for students on joint degree programmes and the AccessAbility Centre for students with disabilities.
- Liaising with external examiners with regards to the appropriate dispatch and return of student assignments 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 College.
- Monitoring students' progress through to graduation 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 module specifications are accurately entered 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.
- Overseeing arrangements for students taking a year abroad, field trips, and incoming Erasmus students and supervising the work of an Administrative Assistant in this area.
- Attend meetings (for example Board of Examiner meetings) and servicing committees as and when required, preparing papers taking of minutes and dealing with actions arising at meetings

Alongside the principle accountabilities the post-holder is expected to:

- Have a flexible approach to work to provide cover for other administrative staff as required across the College to provide continuity of service.
- Work as a member of a multi-functional team with a common purpose and agreed operating principles. As a member of the team, take responsibility for responding quickly and proactively to demand, and identifying and driving the changes needed for improvements to the service.
- Routinely collect data to measure the performance of the system. Capture and analyse demand. Act to remove causes of failure demand and waste within the system, pulling in expertise and support where needed.
- Take direction from senior academic staff in the departments of the cluster as appropriate and in accordance with locally agreed priorities.
- Work to support Offer Holder and Open days as required, this may include some weekend working.

## Internal and External Relationships

- Regular contact with the Business Administration Manager 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 liaison with Operations Manager and Technical Manager
- Regular contact with Account Managers in Registry and Exam Officers
- Regular contact with UG and PG students to answer queries
- Regular contact with the Exam Office
- 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

- Educated to A level standard or equivalent or substantial administrator experience\*
- Experience of data input and accurate record-keeping. \*
- Substantial work experience as an administrator in a busy environment. \*

### Desirable

- Experience of taking minutes and supporting committees \*
- Experience of supervision of administrative staff
- Relevant work experience in higher education

## 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 both 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.
- Experience of working within a HE setting.

***\*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.

