



Job Title: Programme Administrator (Exams)
Grade: 5
Salary: £25,138 to £29,605 per annum pro rata
Department: Computing and Mathematical Sciences
Hours/Contract: Full time or job share, fixed term contract until 01 March 2026
Job Family: Management and Administration
Reference: 10373

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, mitigating circumstances and monitoring student progression and engagement.

You will also be responsible for administrative tasks and expected to work across all areas as required. As a member of a multi-functional team with a common purpose and agreed operating principles having the responsibility for responding quickly and proactively to demand, and identifying and driving the changes needed for improvements to the service.

Resources Managed

Task management for the Administration Assistants within the team, shared between the other Programme Administrators.

Main Duties and Responsibilities

- Oversight and delivery of administration of the assessment procedures and programme administration, continually reviewing processes and providing advice to the Directors of Examinations on administrative arrangements.
- 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, referring to Senate Regulations where applicable and referring matters to the Business Administration Manager when necessary.
- Ensuring that students receive feedback and marks for assessed work within the timescales set by the University and work with the Administrative Assistants to oversee the process for coursework submissions including inputting marks/data into the student record system (SITS) where required.
- Liaising with external examiners with regards to the appropriate dispatch and return of assessment briefs and student assignments ensuring appropriate procedures are followed. Organising, preparing and collating all relevant documentation for the Board of Examiners.
- Attend meetings (including Board of Examiner meetings) and servicing committees as and when required, preparing papers, taking of minutes and dealing with actions arising during meetings and afterwards. Ensuring all actions are completed in a timely manner.





- Maintain and develop procedures for keeping records regarding students' claims regarding mitigating circumstances, 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.
- Provide occasional support with monitoring students' attendance and engagement as well as mitigating circumstances claims, ensuring that the administration complies with relevant University policies and procedures.
- Responsible for implementing and developing systems to ensure that student records are maintained accurately and efficiently, complying with quality assurance and data protection requirements.

Internal and External Relationships

- Regular contact with the Business Administration Manager (BAM), Deputy BAM, and the Operations 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 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

Organise own workload in conjunction with and within annual plans determined by the academic cycle whilst managing own time and daily activities.

The Programme Administrator carries out all administrative activities associated with the end-to-end student journey, under the management of the Business Administration Manager / Deputy Business Administration Manager.

- Undergraduate and postgraduate taught
- Registered students
- 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 exam 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***

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 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.

