



Job Title: Programme Administrator

Grade: 5

Salary: £25,138 to £29,605 per annum, (pro rata if part time)

Department: School of Healthcare

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

Job Family: Professional and Support Services

Reference: 9927

Role Purpose

As a key member of a cluster team, this role you will provide an excellent service and administrative support for taught courses within the School of Healthcare (SoH). 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 areas of the Nursing or Midwifery programmes within SoH and expected to work across other programmes as required to provide cover and support.

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 the 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 assessment procedures, continually reviewing processes and providing advice to the Assessment 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).
- 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 assessment submissions. Liaising with other departments as required, for example the Pastoral Support Unit, or the AccessAbility Centre for students with disabilities.
- 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 teaching allocation and timetabling to ensure that students receive accurate and timely information about their teaching timetable
- Overseeing arrangements for students following clinical placements and supervising the work of an Administrative Assistant in this area
- 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 (for example Board of Examiner 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 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
- 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*

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

**Criteria to be used in shortlisting candidates for interview*

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 as 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 to shortlist 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 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.

