

**Job Title:** Programme Administrator

**Grade:** 4

**Salary:** £20,092 to £22,847 per annum

**Department:** English Language Teaching Unit (ELTU), part of the Centre for International Training and Education (CITE)

**Hours/Contract:** Full time, permanent

**Job Family:** Management and Administration

**Reference:** 3811

## Role Purpose

- To provide administrative support for various programmes and related activities delivered by the ELTU.
- Administrative support may involve marketing and recruitment, student registration, assessment and completion/progression. You will also act as the first point of contact for academic staff, students and other University departments. The specific tasks involved will vary according to the programme administered.
- To participate in general administrative functions and projects to support the activities of the ELTU.
- The post will be line managed by the Business Administration Manager and supervised by the Programme Administration Team Leader.

Main Duties and Responsibilities	% Time
<p>Recruitment and Registration</p> <ul style="list-style-type: none"> <li>• To assist with marketing and recruitment to programmes.</li> <li>• To administer the admissions and registration process, dealing with applications, monitoring and maintaining records and supporting the process through to its conclusion. This may include liaising, for instance, with Admissions, applicants, agents, Marketing and International Officers.</li> <li>• To provide statistical data on recruitment as required.</li> </ul>	20%
<p>Maintenance of Student Records and Generation of Data:</p> <ul style="list-style-type: none"> <li>• To maintain up-to-date, accurate and secure student records and to ensure the accurate monitoring of student registrations and progression. This may include a wide variety of data such as related to student recruitment, registrations, student attendance, progression, fee collection data and staff and student feedback.</li> <li>• Enable efficient and easy retrieval of information for statistical review purposes.</li> <li>• To undertake basic data analysis and verify data with central University records.</li> </ul>	25%



<ul style="list-style-type: none"> <li>To generate statistical data and student records management information in line with ELTU, University or external requirements.</li> <li>To ensure that all data generated and held is accessible, accurate, up-to-date and GDPR compliant and generated in a timely manner.</li> <li>To maintain archives of student performance data and pass lists, in accordance with ELTU and University policy, and to produce transcripts as required.</li> </ul>	
<p>Assessment</p> <ul style="list-style-type: none"> <li>To administer the assessment process including the preparation of examinations, liaising with relevant teaching staff, data input and reporting.</li> <li>To service meetings to produce minutes and reports from meetings and to handle mitigating circumstance requests.</li> <li>To ensure that appropriate internal bodies (e.g. Registry, Admissions, Fees Payment) receive accurate information in a timely manner. To liaise with central University offices to ensure that correct information is provided and maintained on progression issues e.g. suspensions and withdrawals etc.</li> </ul>	5%
<p>Communications, Guidance and Policy</p> <ul style="list-style-type: none"> <li>To deal with all preliminary and general enquiries from the public, university staff and students.</li> <li>To provide basic pastoral care to students or to signpost them to relevant university services.</li> <li>To provide information, guidance and advice in a professional, helpful manner in person, by telephone or by email, to ensure appropriate resolution of queries or issues.</li> <li>To operate in accordance with University and ELTU policies, regulations and procedures. To judge when complex issues should be referred to relevant departments/individuals or escalated.</li> <li>To communicate and liaise with service users and key stakeholders maintaining a network of contacts across and outside the University.</li> </ul>	20%
<p>Programme Documentation and Information</p> <ul style="list-style-type: none"> <li>To be responsible for programme documentation including but not limited to, the production and updating of advertising material, updating the website, course documentation, teaching materials and course handbooks.</li> </ul>	5%





<ul style="list-style-type: none"> <li>To produce and despatch information and material to enquirers in a timely manner.</li> </ul>	
<p>Knowledge, Planning and Procedures</p> <ul style="list-style-type: none"> <li>To build up a knowledge base of information relating to the programme administration function, regularly updating this knowledge by engaging in training and development activities as required.</li> <li>To assist in the recording and sharing of this knowledge through the production and maintenance of process documentation.</li> <li>To plan and prioritise own work.</li> <li>To adopt a pro-active approach and participate in seeking to improve office practices and systems.</li> <li>To use own knowledge base to train other fixed term contract or new staff.</li> </ul>	10%
<p>General</p> <ul style="list-style-type: none"> <li>To organise room bookings for ELTU activities (teaching, meetings, conferences etc).</li> <li>To assist with cover for general functions such as reception duties, as required.</li> <li>To participate in non-teaching activities, such as student social events and extra-curricular activities.</li> <li>To perform any other duties commensurate with the level of the post as directed by the Business Operations Manager.</li> <li>To work collaboratively across the CITE professional services team to support the delivery of cross-functional objectives e.g. contributing to projects and team activities, joining CITE committees and working groups and assisting colleagues with peaks in workload.</li> </ul>	15%

### Internal and External Relationships

#### Internal and External Relationships:

##### Within the Centre for International Training and Education

Administrative colleagues –Business Administration Manager, Programmes Administration Team Leaders, Programme Administrators.

Teaching colleagues – Assistant Directors, Course Directors, EAP tutors.

##### Within the University of Leicester:





Corporate Services (Finance Office, External Relations, Human Resources, Student and Academic Services).

**Planning and Organising**

- To organise own workload and manage own time effectively. Ensure that tasks are completed to meet the required deadlines. This should be done in accordance with the needs of the academic cycle and the requirements of the ELTU administrative management as well as programme directors. For most functions, forward planning weeks in advance will be required, although flexibility will be required to respond to new and unexpected opportunities and challenges.
- To assist the Programme Administration Team Leader in planning and organise the workloads of temporary staff.
- To be responsible for the maintenance and smooth operation of a number of processes and to seek to continually improve processes where possible.
- To document office and programme procedures and systems to create office and programme manuals and to update as appropriate.
- To participate in improving office procedures and systems to enhance service quality.
- To manage large amounts of student and programme data. Basic analysis and verification of these data is also required.
- To handle basic financial tasks, such as requesting purchase orders.
- To assist the Programme Administration Team Leader in guiding and training new or temporary members of staff.

**Qualifications, Knowledge and Experience**

**Essential**

- \*A minimum of 5 GCSEs (Grades A-C) or equivalent qualification, or with equivalent skills and experience.
- \*Experience of maintaining systems and accurate record keeping.

**Desirable**

- Work experience gained in Further or Higher Education administration and/or familiarity with the higher education environment, issues and developments.
- Experience of interpreting and complying with complex procedures or regulations.
- Experience of and an interest in the production of marketing material.

**Skills, Abilities and Competencies**

**Essential**

- \*Excellent IT skills including Microsoft Office, data entry and web-based applications.





- Adaptable to change, with a willingness to be flexible towards duties, to learning new skills and taking on new duties commensurate with the post.
- \* The ability to work effectively in a team and independently and willingness to make a positive contribution to wider team activity.
- \* Excellent organisational skills with the ability to prioritise own workload and meet tight deadlines.
- \* A pro-active approach towards workload, with the ability to multi-task and complete tasks promptly, accurately and with attention to detail.
- A high level in written and oral communication skills, with the ability to generate, provide and receive information using a variety of methods and to communicate with a wide range of University staff, students and external contacts.
- \* An understanding of the importance of meeting customer needs and evidence of providing a high quality service.
- The ability to maintain confidentiality and to use discretion when dealing with sensitive issues.
- \* A basic understanding of the needs of international students and an appreciation of the international education context.
- Cultural awareness.
- Willingness and ability to undertake occasional work outside normal working hours at busy times if required and availability from mid-June to mid-September.

**Desirable**

- An understanding of the international student life cycle, including recruitment, admissions, registration and progression.
- Ability to service committees, including taking accurate minutes and the production of paperwork within set timescales.

***\*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.

**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.

