



**Job Title: Programme Administrator, School of Psychology**

**Grade: 5**

**Salary: £22,417 to £26,715**

**Department: School of Psychology**

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

**Job Family: Management and Admin**

**Reference: 2307**

### Role Purpose

As part of the School Teaching Support Team the role holder will provide a comprehensive administrative and clerical service to the designated area to ensure appropriate support is provided for student programmes, so helping to secure effective course delivery. To maintain and improve operational efficiency and quality of service through the development and application of continuous improvement.

### Resources Managed

The Programme Administrator for the School carries out all administrative activities associated with the end-to-end student journey for the designated area, under the management of the designated Manager

The postholder will supervise, monitor and guide the Administrative Assistants (Grade 3) and temporary/casual staff as appropriate

### Main Duties and Responsibilities

To oversee and support the administration of all aspects of the student lifecycle for a designated area, while maintaining sufficient knowledge of the entire student journey to be able to provide cover for other areas.

To provide a first point of contact for students, in so doing providing advice on University and programme regulations and procedures, explaining sensitive matters carefully and concisely.

To take a lead role in one or more additional areas of special responsibility. These areas would currently be as below, but may change in response to School and University developments:

- attendance and engagement monitoring
- assessments
- mitigating circumstances and student support
- curriculum planning
- marketing and student recruitment
- student projects

To supervise, monitor and guide the Administrative Assistants (Grade 3) and temporary/casual staff, resolving or informing the relevant Manager of any workload or administrative issues

To act as Secretary at meetings and Committees as required

To provide administrative assistance for academic members of staff as required





To assist in and develop staff training for new members of staff, and ensure that existing members of staff are up to date and aware of any new University or Departmental procedures. To participate in the recruitment of clerical staff when necessary in order to ensure that a high level of staff are recruited.

### Other Administration

- General clerical duties including reception, collection of and distribution of email, postal mail, faxes and circulars, updating of notice boards and other dissemination of information.
- Maintain the departmental data protection information, as well as data transference onto University information systems.
- Assist in the management of shared administrative processes and procedures, including developing robust systems to deliver a range of services to agreed standards.
- Provide cover for other administrative staff as required to provide continuity of service. Liaison, communication and relationship building with other Schools and Departments, University central administration, as well as outside bodies to support the above mentioned responsibilities.
- Other duties commensurate with grade

### Internal and External Relationships

- Regular contact with the designated 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 students to answer queries
- Contact with external bodies such as research grant awarding bodies, external examiners etc
- Regular contact with other University departments including HR and Finance.
- Monthly attendance and participation at meetings to disseminate information and to discuss general administrative issues.

### Planning and Organising

Planning own work months in advance and contributing to the plan of activities.

Setting priorities over months ahead. If reference to the team manager is necessary, then to provide a recommended course of action with appropriate justification.

### Qualifications, Knowledge and Experience

#### Essential

#### Either:

- Academic or vocational qualifications (e.g. general education to A level, NVQ or equivalents) plus work experience in a relevant role\*

#### Or:

- Substantial work experience in a similar role\*
- Evidence of IT skills including full range of Microsoft office suite software, especially Outlook, Word & Excel, databases and finance systems & use of internet.\*
- Some experience of working within a higher education environment.\*
- Experience of taking responsibility and working independently to deal appropriately and efficiently with unforeseen problems/issues.\*





**Desirable**

- Comprehensive knowledge of the work practices, processes and procedures relevant to the role.
- Supervisory experience in an office environment.

**Skills, Abilities and Competencies**

**Essential**

- Ability to work independently and plan and organise the time of self and others
- Proven effective oral and written\* communication skills at all levels
- Proven organisation skills.\*
- Excellent interpersonal skills
- Accuracy and attention to detail\*
- Commitment to customer service, high standards and quality.

**Desirable**

- Willingness to train/develop others.
- Understanding of the University regulations and standards required for the role.
- Highly numerate.

***\*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.

**VITAL**

The University encourages all staff to live our [VITAL values](#) which are:

**Valuing People, Innovators, Together, Accountable, Leaders.**

**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.

