

**Job Description**

<b>Role Title:</b>	<b>Responsible for:</b>
<b>School/Department:</b>	Programme Assistant
<b>Reference:</b>	School of Health and Society
<b>Grade:</b>	MPF880
<b>Full/Part time</b>	Grade 4
<b>Hours</b>	1.00 FTE
<b>Reports to:</b>	36.25 hours per week, some weekends/Monday to Friday
	Programme Administrator
	No re

## **Overview**

The School of Health & Society wishes to appoint a Programme Assistant.

The Programme Assistant reports to the Programme Administrator and will work with and give support in the School to ensure that all activities and tasks underpinning programme support and office administration are appropriately implemented and managed in line with University processes and to a high standard of delivery.

The duties will cover all areas of programme support including a specific focus on partnerships, enterprise and the development of the School's initiatives for growth in various areas of business. The role-holder will undertake general office administration and support for the School's reception.

## **Role Purpose**

To work with and provide support to the School's Programme Administrators in ensuring that all activities and tasks underpinning programme and office administration are appropriately implemented and managed in line with University processes.

## **Principal Duties & Responsibilities**

### Responsibilities

- To work with and give support to the Programme Administrators in the delivery of their responsibilities which are as follows:
- To provide a front-line professional service to visitors to the School Office and outstanding customer experience to students and staff in all aspects of School and programme administration.
- To support academic staff in the development and maintenance of programme and module information and activities in accordance with University processes and professional requirements of programmes.
- To deliver first-class administrative and programme support relating to partnerships, enterprise and the development of the School's initiatives for growth in various areas of business.
- To co-ordinate School induction activities in conjunction with members of academic staff, School support staff and University teams such as Student Administration and Student Experience and Support.
- To liaise with University administrative and student support teams across the University in relation to the student journey from admissions to alumni.
- To give support in the implementation of local provision for students with a variety of different requirements with their studies.
- To give support to ensure implementation of University, School and professional regulation policies relating to the delivery of academic programmes such as participation and attendance, UKVI monitoring, PMC, interruptions and withdrawals.
- To support the assessment detail in the University and School information systems as required and in different and appropriate environments.
- To support the various processes for the submission and receipt of coursework.

- To work with relevant colleagues to support the administration and compliance with various programme requirements associated with placement activity as appropriate to School programmes and intakes.
- To support academic staff and University and School colleagues in the administration of student-facing procedures.
- To undertake committee servicing and committee secretariat duties.
- To support the collection and preparation of data for examination board meetings, including coordination of external examiner input and ensure all relevant deadlines are met.
- To service examination board meetings and ensure the capture and ratification of examination board data.
- To provide management information reports on request and when required.
- To work in partnership with colleagues in the School's support staff team to ensure smooth and efficient administration of programmes and support for the School Office.
- To undertake flexible hours of work as and when required which may be outside normal hours of University business.
- To provide cover for colleagues across the School's support staff team as and when required.
- To foster and support a dynamic team approach within the School Office, working effectively as a team member and to shared objectives.
- To perform any other duties appropriate to the grade as may be required by the School Operations Manager and Dean of School.
- To comply with the personal health and safety responsibilities specified in the University Health and Safety policy;
- To engage with the University's commitment to give a first-class experience to the University's students and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with university policy;
- This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.
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## Person Specification

### Qualifications

	The successful candidate should have:	Essential/ Desirable	Tested by* A, I, P, T
1	Have a good standard of general education, to include English and Mathematics to GCSE level (or equivalent) Grade C and above	E	A, I
2	Recent evidence of professional development through study, workplace or external activity	E	A, I
3	Membership of the Association of University Administrators	D	A

### Background & Experience

	The successful candidate should have:	Essential/ Desirable	Tested by* A, I, P, T
4	Evidence of the understanding of the student life cycle and associated processes	E	A, I, T
5	Evidence of administrative experience in supporting business partnerships and enterprise initiatives.	E	A, I, T
6	Evidence of administrative support directly relating to student assessment and examinations.	E	A, I, T
7	Strong administrative skills with the ability to manage complex data management systems	E	A, I, T
8	Experience of undertaking committee secretariat duties	E	A, I, T
9	Experience of undertaking reception duties.	E	A, I, T

## Knowledge

	The successful candidate should have demonstrable knowledge of:	Essential/ Desirable	Tested by* A, I, P, T
10	The challenges and complexities of the academic endeavour	D	A, I, T
11	Information systems and procedures used by the School relating to students.	E	A, I, T

## Skills & Competencies

	The successful candidate should demonstrate:	Essential/ Desirable	Tested by* A, I, P, T
12	Strong customer focus with a proven track record in delivering outstanding customer service	E	A, I, T
13	Ability to prioritise tasks effectively within a heavy workload	E	A, I, T
14	Outstanding interpersonal and communication skills with a proactive approach	E	A, I, T
15	Advanced IT Skills commensurate with the requirements of the role	E	A, I, T
16	Accuracy and attention to detail	E	A, I, T
17	The ability to work flexibly and outside 'normal' hours of business as and when required	E	A, I

**A = Application form, I = Interview, P = Presentation, T = Test**

Details of any assessments required will be provided in the invitation to interview letter.

- Appointments to grades 1 to 6 will normally include a competency based interview and work based simulation exercise
- Appointments to grade 7 and above will normally include a competency based interview and presentation and in some instances a work based simulation exercise.

## Candidate guidance

**\*\*In order to fully meet the essential criteria candidates must show clear evidence of how they meet the criteria. Simply stating that you have a skill or experience in an area is not sufficient, you must provide a clear example to show how you have met each of the criterion you address\*\***

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