

Job Description

Role Title:	Programme Assistant
School / Dept:	School of Arts, Media and Creative Technology
Reference:	MPF880
Grade:	Grade 4
Full or Part time:	Full time – 9 Month Fixed term contract
Hours:	36.25
Reports to:	Programme Manager and Programme Administrator

Overview

The School of Arts, Media and Creative Technology is one of the leading centres for practice-based education in the creative disciplines in the North West. We offer research-informed specialist programmes which benefit from close relationships with the cultural industries. Our strengths include interdisciplinary and international projects, many of which are focussed at MediaCityUK, a world class facility on a campus dedicated to broadcasting in all its forms and in close proximity to The Lowry and Imperial War Museum North.

The School's teaching activities are organised into three Directorates, which currently total around 4,800 students. We are expanding numbers and have developed our city campus to meet the needs of a wide range of courses. This includes the New Adelphi Building, a specialist arts building with professional theatre, dance and music facilities, workshops and extensive studios which opened in August 2016.

The Directorates in the School of Arts and Media are:

Art and Design and Creative Technology

Media, Film, Journalism, Politics and History

Performance, Music, English and Dance

The School's portfolio brings together arts and humanities based disciplines with a comprehensive range of subjects including Animation; Creative Writing; Games Design and Production; English and Film; English Language; English Literature; Fashion; Fine Art; Film Studies; Film Production; Graphic Design; Interior Design; Film, TV and Stage Design, Journalism; Music; Performance; Photography; Politics and Contemporary History and TV and Radio.

The School is led by a Senior Management Team of The Dean, Associate Deans and the School's Director of Operations and all are supported by a Professional Services structure, with both administrative and technical staff.

The School is at the forefront of University-wide curriculum innovation through industry partnerships. Partnerships and projects with the creative industries, across the region and nationally, inform the curriculum, enrich the student experience and enhance employment opportunities. Furthermore, major investment in Internationalisation has enabled us to establish a number of key partnerships in East and South East Asia and North America, these include franchised delivery, progression opportunities and CPD contracts with major organisations, providing significant opportunities for colleagues across the School.

This is an exciting time to join the School as we continue to develop and align our teaching, research and engagement activities to the changing environment both nationally and internationally.

The Programme Assistant will work to assist the Programme Administrator in ensuring that all administrative functions underpinning programme administration processes are appropriately implemented.

Applicants should be aware that although the role will be assigned to the School of Arts, Media and Creative Technology in the first instance, we reserve the right to reassign the post to meet the future needs of the University.

Role Purpose

To assist the Programme Administrator in ensuring that all administrative functions underpinning programme administration processes are appropriately implemented and managed in line with University processes.

Principal Duties & Responsibilities

To assist the Programme Administrator in the delivery of their responsibilities which are as follows:

- Provide a front-line professional service to visitors to the School Office and provide outstanding customer experience to students and staff in all aspects of programme administration
- Answer telephone and email enquiries in a timely, courteous and professional manner
- Co-ordinate School induction activities in conjunction with Programme Leaders, Student Administration and Directorate of Student Administration Services
- Liaise with the Student Administration team in relation to all aspects of the student journey
- Support Programme Leaders in the implementation of local provision for students with reasonable adjustment plans
- Work with Programme Leaders to ensure implementation of University policies relating to the delivery of academic programmes e.g. participation and attendance
- Assist with the set-up of assessment detail in the student information system
- Undertake the process for the receipt of physically submitted coursework
- Work with Programme Leaders and QMO in the administration of student-facing procedures
- Administer the School Exceptional Circumstances (EC) process in accordance with University policy
- Undertake committee servicing and minute student voice, student rep and directorate meetings
- Contribute to the collection and preparation of data for assessment board meetings, including coordination of external examiner input, and ensure all relevant deadlines are met
- Service assessment board meetings and ensure the capture and ratification of assessment board data
- Advise staff and students on quality standards and compliance with regulations and procedures, e.g. assessment boards, appeals, plagiarism, EC, fitness to study, misconduct etc

- Contribute to the creation and maintenance of data sets within the School Office, ensuring data is accurate and easily accessible to staff
- Provide management information reports on request for the Director of Operations and/or Programme Leaders as required
- Work in partnership with other Programme Assistants and the Directorate of Student Administration Services to ensure smooth and efficient administration of programmes
- Foster and support a dynamic team approach within the Programmes Administration Team, working effectively as a team member with other staff in the team, including providing support when colleagues are absent and working to shared objectives
- Bring to the attention of managers any matters relating to the health and safety of staff, students, and visitors
- Engage with the University's commitment to deliver value for money services that optimise the use of resources by maintaining a cost-conscious approach when undertaking all duties and aspects of the role

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the Director of Operations, Programmes Manager and Head of School
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first 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.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and 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.

Person specification follows on next page

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

Qualifications

1. Have a good standard of general education, normally to include English and Maths to GCSE level (or equivalent) Grade C and above (E)
2. Recent evidence of professional development through study, workplace or external activity (E)

Background and Experience

3. Experience of working within an administrative role within the Education sector (D)
4. A basic understanding of the student life cycle and associated processes (E)
5. Proven experience in providing outstanding customer experience (E)
6. Strong administrative skills with the ability to manage complex systems (E)
7. Demonstrable experience of problem solving (D)

Knowledge

8. The challenges and complexities of the academic endeavour (D)
9. Student information systems and procedures (D)

Skills and Competencies

10. Strong customer focus with a proven track record in delivering outstanding customer service (E)
11. Ability to prioritise tasks effectively within a heavy workload (E)
12. Outstanding interpersonal and communication skills with a proactive approach (E)
13. Advanced IT Skills commensurate with the requirements of the role (E)
14. Accuracy and attention to detail (E)

