

Job Description

Role Title:	Programme Assistant
School / Dept:	Faculty of Science, Engineering and Environment
Reference:	MPF880
Grade:	Grade 4
Full or Part time:	Full time
Hours:	36.25
Reports to:	Programme Administrator

Overview

The Faculty of Science, Engineering & Environment (SEE) aims to transform the quality of life for society and the well-being of future generations through a better and more sustainable future. We are a diverse school offering students programmes from Architecture to Zoology. The SEE school is unstoppable and home to many of the university's flagship commercial services. Industry collaboration is at the core of what we do. This is combined with a passion for research and finding solutions to real world problems and those that we may face in the future. Our work is truly interdisciplinary with a strong focus on developing our knowledge for our colleagues as well as students.

We develop students with skills that are fit for the future with our inspiring teaching, industry practice and leading research, delivering fantastic employable graduates who can transform the world and make Salford a place people want to be part of.

This role will be key in supporting the student journey and ensuring our students have the best experience.

The Programme Assistant reports to the Programme Administrator and will assist them in ensuring that all student facing activities and tasks underpinning programme administration processes are appropriately implemented and managed in line with University processes.

This post will provide a front line service to School staff and students, working with colleagues in the wider professional services team in delivering excellent customer focussed service, delivering on deadlines and supporting all key activity.

Role Purpose

To assist the Programme Administrator in ensuring that all activities and tasks 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 outstanding customer experience to students and staff in all aspects of programme administration;
- Support Programme Leaders in the development and maintenance of programme and module information held on the virtual learning environment;
- Co-ordinate school induction activities in conjunction with Programme Leaders;
- 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 (RAPs);
- 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 and virtual learning environment as required.
- Work with Programme Leaders and Quality Management Office in the administration of student-facing procedures;
- Coordinate the School Personal Mitigating Circumstances (PMC) process in accordance with university policy;
- Undertake committee servicing in accordance with the School Scheme of Governance
- 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. examination boards, appeals, plagiarism, PMC, fitness to practice, student misconduct etc
- Contribute to the creation and maintenance of data sets within the School Office, ensuring data is accurate and easily accessible to staff.

- Foster and support a dynamic team approach within the School Office, working effectively as a team member with other staff in the School office, including providing support when colleagues are absent and working to shared objectives;

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- 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 (D)

Background and Experience

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

Knowledge

8. The challenges and complexities of Higher Education (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)

