

Job Description

Role Title:	Programme Assistant
School / Dept:	School of Health and Society
Reference:	MPF880
Grade:	Grade 4
Full or Part time:	Full time
Hours:	36.25
Reports to:	Programme Administrator

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

- Providing a front-line professional service to School Office visitors and delivering an outstanding customer experience to students and staff.
- Supporting academic staff with programme and module information and activities, aligned with University processes and professional requirements.
- Delivering high-quality administrative and programme support for partnerships, enterprise, and School growth initiatives.
- Co-ordinating School induction activities with academic staff, School support teams, and University departments such as Student Administration and Student Experience and Support.
- Liaising with University administrative and student support teams throughout the student journey, from admissions to alumni.
- Supporting local provision for students with varied study requirements.
- Assisting with the implementation of University, School, and professional regulations related to academic programme delivery (e.g. attendance, UKVI monitoring, PMC, interruptions, withdrawals).
- Maintaining assessment details within University and School systems across appropriate environments.
- Supporting coursework submission and receipt processes.
- Collaborating with colleagues to manage and ensure compliance with placement-related programme requirements.
- Assisting academic and support staff with student-facing procedures.
- Undertaking committee servicing and secretariat duties.
- Preparing data for examination boards, including external examiner coordination and deadline management.
- Servicing examination board meetings and ensuring accurate capture and ratification of board data.
- Producing management information reports as required.
- Working in partnership with School support staff to ensure efficient programme administration and School Office operations.

- Working flexible hours when needed, including outside normal University business hours.
- Providing cover for colleagues across the School support team as required.
- Promoting a dynamic team approach within the School Office and contributing to shared objectives.

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the School Operations Manager or 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, to include English and Mathematics to GCSE level (or equivalent) Grade C and above (E)
2. Recent evidence of professional development through study, workplace or external activity (E)
3. Membership of the Association of University Administrators (D)

Background and Experience

4. Evidence of the understanding of the student life cycle and associated processes (E)
5. Evidence of administrative experience in supporting business partnerships and enterprise initiatives (E)
6. Evidence of administrative support directly relating to student assessment and examinations (E)
7. Strong administrative skills with the ability to manage complex data management systems (E)
8. Experience of undertaking committee secretariat duties (E)
9. Experience of undertaking reception duties (E)

Knowledge

10. The challenges and complexities of the academic endeavour (D)
11. Information systems and procedures used by the School relating to students (E)

Skills and Competencies

12. Strong customer focus with a proven track record in delivering outstanding customer service (E)
13. Ability to prioritise tasks effectively within a heavy workload (E)

14. Outstanding interpersonal and communication skills with a proactive approach (E)
15. Advanced IT Skills commensurate with the requirements of the role (E)
16. Accuracy and attention to detail (E)
17. The ability to work flexibly and outside 'normal' hours of business as and when required (E)

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

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