

JOB DESCRIPTION

Job Title:	Senior Programme Administrator
Ref no:	REG435
Campus:	Hendon
Service:	Academic Registry
Grade:	Grade 5
Starting salary:	£28.302 per annum incl. outer London weighting rising to £31.537 incrementally each year
Period:	Permanent
Reporting to:	Programme Administration Manager
Reporting to Job Holder:	There are no direct reports to this role but the post holder will be expected to have oversight of and coordinate team workloads and activity

The Programme Administration team is fundamental in providing support to Programme teams in all aspects of administration that support teaching and learning activities in line with the academic calendar. Putting students first, all functions directly impact the student experience which is reflected in internal and external benchmarks.

You will be expected to collaborate and interact with designated professional service staff from across the University to provide an efficient and responsive service to academic staff. Excellent liaison and organisational skills are a priority in order to assist with processes across professional services to provide a seamless service delivery to the University's staff and students. You will be expected to act fairly, with integrity, respect and purpose.

In response to internal and external drivers, stakeholder feedback and to shape future service delivery you will be expected to contribute to the continual improvement of processes by identifying areas for improvement; by actively contributing to problem solving activities and by promoting a culture of ongoing improvement.

Senior Programme Administrators will be responsible for the daily planning of work taking a more senior role in implementing agreed ways of working to support learning and teaching activities. Key relationships at this level will be with Directors of Programmes and Heads of Departments.

Overall responsibilities:

1. You will be responsible for supporting academic programmes in line with University regulations, processes and quality standards and providing front line support to programme teams.
2. You will be expected to contribute to the smooth running of student related activities including but not exclusive to: pre-registration, enrolment, induction and assessment; providing programme teams with data to support activities.
3. To provide a high and comprehensive level of administrative support to the programme teams including support at programme development or cluster meetings.
4. To have oversight of daily workloads and distribution of activity across the programme administration team.

Principal duties:

Administration support has been mapped to university Learning and Teaching role descriptors and the requirements of a Senior Programme Administrator will be to support against these.

Curriculum development

1. Lead and manage activity to ensure that aspects of curriculum data management is up to date and published in line with the academic calendar. This applies to programmes and modules delivered at all campuses
2. Participate in the creation of programme and module handbook templates and ensure these are populated and uploaded to the VLE; actively auditing the VLE to ensure all programme and module VLE pages are set up and populated in accordance with minimum threshold standards

3. Support programme teams through review and validation processes
4. Support programme and module feedback activities

Promotional activities:

1. Review programme and module content on corporate and student websites and follow process to ensure these are up to date
2. Support open days and applicant days

Applications & Admissions

1. Support applicant interviews, portfolio and test days
2. Provide programme teams with applicant data that informs activity such as programme induction
3. Support annual clearing activities

Student induction

1. Support programme teams to ensure programme induction requirements are captured and entered on MISIS for all categories of students; carrying out data validation and final audits
2. Support programme teams with pre-arrival transitional materials and activities; working with the student engagement teams to deliver timely communications to new students
3. Ensure all student publications are completed in good time and accurate
4. Support welcome week activity by assisting programme teams at induction events and by participating in scheduled activities
5. Provide support to students to resolve timetable queries during the welcome period
6. Facilitate the allocation of Personal tutors

Student support

1. Lead and manage the set up and running of Programme Voice Groups and support the Student Voice Leader election process
2. Lead and manage option module registration activities; including events and student communications
3. Support programme retention initiatives e.g. week 4 Reality check, attendance monitoring and managing changes to Personal tutors during the academic year
4. Manage student enquiries and coordinate student communications on behalf of the programme teams
5. Arrange student field trips and residential activity
6. Support exchange students as appropriate
7. Direct programme teams to relevant regulatory and procedural guidance as appropriate
8. Support the work of the Director of Programmes and the Departmental Administrator with areas of timetable planning that impact programme and student support
9. Support programme teams with employability promotional events for students etc. as required
10. Support programme teams as required where professional body relationships exist
11. Manage and support the ethics approval requirements required to meet university standards

Assessment

1. To ensure that assessment deadlines are available to students in line with threshold requirements
2. To support the organisation and servicing of assessment boards, supporting the exam paper moderation processes and external examiner sample pack processes as required
3. To support Module Leaders to communicate resit information to students and to keep a central record of component mark grids
4. To support in the setup of in class tests and invigilation as required
5. To support graduation activity
6. Direct programme teams to regulatory and procedural advice

In addition to this, the post holder will be expected to:

- Participate in university wide activity and may be asked to provide support at evening or weekend events
- To undertake any other duties and specific projects as may reasonably be required

Hours: 35.5 hours per week, actual daily hours by arrangement

Annual Leave: 25 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

PERSON SPECIFICATION

Job title: Senior Programme Administrator

As part of the application process you will be asked to demonstrate how you meet each of the following criteria and to provide appropriate examples/evidence.

SELECTION CRITERIA

Education

Essential

- A-level or equivalent

Experience of:

Essential

- A busy working environment – organising and coordinating workloads and managing time through peak periods
- Maintaining professional relationships and providing stakeholders with a positive experience
- Managing projects that improve service delivery
- Servicing committees, taking accurate minutes and monitoring actions
- Handling sensitive and confidential situations
- Pro-actively engaging with and leading on continuous improvement activities and innovations

Desirable

- Higher Education institutions

Knowledge of:

Essential

- Student management data systems
- Microsoft packages especially word and excel

Desirable

- GDPR requirements

Skills required of this post:

Essential

- Positive attitude in approach to work and dealing with colleagues and stakeholders
- Time management skills that allow for flexibility in approach
- Clear and concise communication with the ability to address different stakeholders in a variety of formats
- Excellent attention to detail

Leadership Framework: Expected behavioural competencies

The leadership framework provides a set of behavioural competencies for our staff. At Grade 7 the following attributes are necessary in ensuring success in service delivery. Each attribute is linked to specific role requirements: **OR – overall responsibilities, CD – curriculum development, PA – promotional activities, AA – applications/admissions, SI – student induction, SS – student support, AS - assessment**

Attributes	Expectations	Link to JD
<p>Shaping</p> <p><i>Sets goals and plans with students and stakeholders at the heart, prioritises and makes sure we are connected</i></p>	<p>Actively engages with students or stakeholders to understand what's most valuable and how it can be achieved</p> <ul style="list-style-type: none"> — Passionate about student success, looks for ways to provide exceptional service or value for money — Organises time and workload; makes plans and prioritises effectively — Knows how own role contributes to team success, communicates it in a meaningful way for others — Works in partnership with others to ensure that Middlesex student offerings or processes are seamless 	<p>OR1 to 4</p> <p>CD1, 2, 3, 4</p> <p>PA1, 2</p> <p>AA1, 2, 3</p> <p>SI1 to 6</p> <p>SS1 to 11</p> <p>AS1 to 6</p>
<p>Engaging</p> <p><i>Collaborates, knows what communication style to take, makes diversity a strength and handles disagreement constructively</i></p>	<p>Actively builds constructive relationships with students/ stakeholders and team members</p> <ul style="list-style-type: none"> — Aware of impact on others and adapts to meet the needs of the situation; can express a view clearly and gain understanding through skilled questioning and listening — Participates actively in team meetings, encourages others to contribute — Demonstrates fairness, openness and respect for others, shows appreciation of equality and diversity — Handles differences constructively, acknowledges the views of others 	<p>OR1 to 4</p> <p>CD1, 2, 3, 4</p> <p>PA1, 2</p> <p>AA1, 2, 3</p> <p>SI1 to 6</p> <p>SS1 to 11</p> <p>AS1 to 6</p>
<p>Achieving</p> <p><i>Delivers results, takes decisions, holds self and others to account and has drive when things get tough</i></p>	<p>Agrees targets and standards, fulfils commitments</p> <ul style="list-style-type: none"> — Tracks own progress, makes adjustments where needed — Self-starts, takes responsibility and doesn't wait to be told when something needs doing — Supports or constructively challenges others to achieve where needed — Overcomes obstacles, demonstrates resilience even when the pressure is on 	<p>OR1 to 4</p> <p>CD1, 2, 3, 4</p> <p>PA1, 2</p> <p>AA1, 2, 3</p> <p>SI1 to 6</p> <p>SS1 to 11</p> <p>AS1 to 6</p>
<p>Innovating</p> <p><i>Creates opportunities, is open to change, is resourceful in seeking continuous improvement and is passionate about learning, developing and delivering research and practice</i></p>	<p>Engages in new ideas to develop the student experience, customer service, efficiency and to continuously improve</p> <ul style="list-style-type: none"> — Open-minded; takes opportunities to learn from others, share information and pass on own knowledge — Recognises when student or other needs are changing and adapts accordingly — Offers constructive feedback and support to others to develop their capability and insight — Acts on feedback and is proactive about developing new skills and knowledge 	<p>OR1 to 4</p> <p>CD1, 2, 3, 4</p> <p>PA1, 2</p> <p>AA1, 2, 3</p> <p>SI1 to 6</p> <p>SS1 to 11</p> <p>AS1 to 6</p>

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No Parking at Hendon campus: There are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders. If you are applying for a post at our Hendon campus please ensure you can commute without a car.

Information on public transport to Hendon can be found here:

<http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

Flexible working applications will be considered.

Closing date for applications-see job advertisement

What Happens Next?

If you wish to apply for this post please return to the portal and click on Apply Online.

If you wish to discuss the job in further detail please contact Nikoletta Chardaloupa Programme Administration Manager at N.Chardaloupa@mdx.ac.uk