

## **JOB DESCRIPTION**

<b>Job Title:</b>	Programme Administrator
<b>Ref no:</b>	REG454
<b>Campus:</b>	Hendon
<b>Service:</b>	Academic Registry
<b>Grade:</b>	Grade 4
<b>Starting salary:</b>	£24,175- £27,578 per annum incl. outer London weighting
<b>Period:</b>	Permanent
<b>Reporting to:</b>	Programme Administration Manager

**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.

**Programme Administrators** will support all programme administration activity. Key relationships at this level will be with Programme and Module Leaders.

### **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.

### **Principal duties:**

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

**Curriculum development**

1. Support 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. Monitor the information that is uploaded to VLE to ensure all programme and module VLE pages are set up and populated in accordance with minimum threshold standards

**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. 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
2. Support programme teams with pre-arrival transitional materials and activities
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

**Student support**

1. Act as secretary to Programme Voice Groups and support the Student Voice Leader election process
2. Support module registration activities and events as required by the programme team
3. Support programme retention initiatives as required by the programme team
4. Respond to 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 programme teams with employability promotional events for students etc. as required
9. Support programme teams as required where professional body relationships exist

**Assessment**

1. To ensure that assessment deadlines are made available 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

**PERSON SPECIFICATION**

## **Job title: 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***

GCSE or equivalent

#### **Experience of:**

##### ***Essential***

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

##### ***Desirable***

- Higher Education institutions

#### **Knowledge of:**

##### ***Essential***

- Microsoft packages especially word and excel

##### ***Desirable***

- Student management data systems
- GDPR requirements

#### **Skills required for 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
<b>Shaping</b> <i>Sets goals and plans with students and stakeholders at the heart, prioritises and makes sure we are connected</i>	<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"> <li>— Passionate about student success, looks for ways to provide exceptional service or value for money</li> <li>— Organises time and workload; makes plans and prioritises effectively</li> <li>— Knows how own role contributes to team success, communicates it in a meaningful way for others</li> <li>— Works in partnership with others to ensure that Middlesex student offerings or processes are seamless</li> </ul>	OR1, 2, 3  CD1, 2  PA1, 2  SI1 to 5  SS1 to 9  AS1 to 6
<b>Engaging</b> <i>Collaborates, knows what communication style to take, makes diversity a strength and handles disagreement constructively</i>	<p>Actively builds constructive relationships with students/stakeholders and team members</p> <ul style="list-style-type: none"> <li>— 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</li> <li>— Participates actively in team meetings, encourages others to contribute</li> <li>— Demonstrates fairness, openness and respect for others, shows appreciation of equality and diversity</li> <li>— Handles differences constructively, acknowledges the views of others</li> </ul>	OR1, 2, 3  PA1, 2  SI1 to 5  SS3, 4, 5, 6  AS1 to 6
<b>Achieving</b> <i>Delivers results, takes decisions, holds self and others to account and has drive when things get tough</i>	<p>Agrees targets and standards, fulfils commitments</p> <ul style="list-style-type: none"> <li>— Tracks own progress, makes adjustments where needed</li> <li>— Self-starts, takes responsibility and doesn't wait to be told when something needs doing</li> <li>— Supports or constructively challenges others to achieve where needed</li> <li>— Overcomes obstacles, demonstrates resilience even when the pressure is on</li> </ul>	OR1, 2, 3  CD1, 2  PA1, 2  SI1 to 5  SS2, 4, 5  AS1 to 6
<b>Innovating</b> <i>Creates opportunities, is open to change, is resourceful in</i>	<p>Engages in new ideas to develop the student experience, customer service, efficiency and to continuously improve</p> <ul style="list-style-type: none"> <li>— Open-minded; takes opportunities to learn from others, share information and pass on own knowledge</li> </ul>	OR1, 2, 3  CD1, 2  SI1 to 5

<i>seeking continuous improvement and is passionate about learning, developing and delivering research and practice</i>	<ul style="list-style-type: none"> <li>— Recognises when student or other needs are changing and adapts accordingly</li> <li>— Offers constructive feedback and support to others to develop their capability and insight</li> <li>— Acts on feedback and is proactive about developing new skills and knowledge</li> </ul>	SS1 to 9 AS1 to 6
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**Hours:** 35.5 hours per week, actual daily hours by arrangement

### **M U Services Limited**

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff and will be employed by MU Services Limited. All University policies and procedures and the University Professional Services Staff Handbook will apply to MU Services Limited staff during their employment, unless where expressly stated otherwise.

If you are applying as an internal candidate to do the temporary post as a secondment please discuss this with your line manager first and read our [Secondment Guidelines](#).

**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.

**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.**

The post-holder will actively follow Middlesex University policies including Equality & Diversity policies.

The postholder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations.

**Closing date for applications-see job advertisement**

**What Happens Next?**

If you wish to discuss the job in further detail please contact Nikoletta Chardaloupa at [n.chardaloupa@mdx.ac.uk](mailto:n.chardaloupa@mdx.ac.uk)