



**Middlesex  
University**

MU Services Limited

### **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Senior Programme Administrator</b>
<b>Ref no:</b>	<b>REG488</b>
<b>Campus:</b>	<b>Hendon</b>
<b>Service:</b>	<b>Academic Registry</b>
<b>Grade:</b>	<b>Grade 5</b>
<b>Starting Salary:</b>	<b>£32,368 per annum inclusive of Outer London Weighting rising to £35,941 incrementally each year</b>
<b>Hours:</b>	<b>35.5 hours per week, actual daily hours by arrangement</b>
<b>Period:</b>	<b>Fixed Term Contract (If you are applying internally for a temporary secondment you must discuss this with your line manager before applying)</b>
<b>Reporting to:</b>	<b>Programme Administration Manager</b>
<b>Reporting to Job Holder:</b>	<b>N/A</b>

#### **Overall Purpose**

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. 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 and Academic Programme Teams. Key relationships at this level will be with Directors of Programmes and Heads of Departments.

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.

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.

To have oversight of daily workloads and distribution of activity across the programme administration team. 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 Senior Programme Administrator will be to support against these.

### Curriculum Development:

- 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
- 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
- Support programme teams through review and validation processes
- Support programme and module feedback activities

### Promotional Activities:

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

### Applications & Admissions:

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

### Student Induction:

- 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
- Support programme teams with pre-arrival transitional materials and activities; working with the student engagement teams to deliver timely communications to new students
- Ensure all student publications are completed in good time and accurate
- Support welcome week activity by assisting programme teams at induction events and by participating in scheduled activities
- Provide support to students to resolve timetable queries during the welcome period
- Facilitate the allocation of Personal tutors

### Student Support:

- Lead and manage the set up and running of Programme Voice Groups and support the Student Voice Leader election process
- Lead and manage option module registration activities; including events and student communications
- Support programme retention initiatives e.g. week 4 Reality check, attendance monitoring and managing changes to Personal tutors during the academic year
- Manage student enquiries and coordinate student communications on behalf of the programme teams
- Arrange student field trips and residential activity
- Support exchange students as appropriate
- Direct programme teams to relevant regulatory and procedural guidance as appropriate

- Support the work of the Director of Programmes and the Departmental Administrator with areas of timetable planning that impact programme and student support
- Support programme teams with employability promotional events for students etc. as required
- Support programme teams as required where professional body relationships exist
- Manage and support the ethics approval requirements required to meet university standards

Assessment:

- To ensure that assessment deadlines are available to students in line with threshold requirements
- To support the organisation and servicing of assessment boards, supporting the exam paper moderation processes and external examiner sample pack processes as required
- To support Module Leaders to communicate resit information to students and to keep a central record of component mark grids
- To support in the setup of in class tests and invigilation as required
- To support graduation activity
- 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: Senior Programme Administrator**

Your supporting statement on your application form will be assessed to see how you meet each of the following criteria.

### **SELECTION CRITERIA**

#### **Education/Qualifications**

Essential:

- A-level or equivalent

#### **Experience**

Essential:

- Working in a professional services 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**

Essential:

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

Desirable:

- GDPR requirements

#### **Skills**

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

#### **Equality Diversity and Inclusion**

Essential:

- Demonstrable commitment to fairness and the principles of equality and inclusion

## **MU 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.

## **Fixed Term Contract**

This temporary appointment is for the following allowable reason:

- To cover secondment.  
The exact date of termination of this contract will depend on the date of the substantive postholder's return to work

Therefore, this appointment has a defined end date of when the substantive job-holder returns to the job.

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](#).

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**Annual Leave:** 30 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 postholder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

## **Parking at Hendon campus**

There are currently *Regular Parking Permits and Pre-Paid Parking options* available to new joiners. Further details are available on the Travel and transport page on the staff intranet. *Please note if the number of applications becomes oversubscribed these parking options could be withdrawn at any point.*

## **Information for Disabled Staff**

Staff and visitors with their own current blue badge have access to free parking on campus. All blue badge holders should present a copy of their blue badge to the security office in the Quad. Holders will be given car park access up to the date of expiry of their blue badge.

## **Public Transport**

Our Hendon Campus is well served by public transport with buses, London underground and British Rail services all within a short walk of the campus. You can get detailed journey information from TfL ([www.tfl.gov.uk](http://www.tfl.gov.uk)) and have a look at our directions and location to help plan your travel: <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.

**We value diversity and strive to create a fairer, more equitable work environment for our staff and students.**

**We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.**

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

**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, via email on [n.chardaloupa@mdx.ac.uk](mailto:n.chardaloupa@mdx.ac.uk)