



JOB DESCRIPTION



Job Title: Department and Programme Administrator
Service: Academic Registry
Campus: Hendon
Job Ref: REG411
Grade: 4
Salary: £23,263 to £26,559 per annum, inclusive of Outer London Weighting
Period: 12 months
Reporting to: Department and Programme Administration Manager

Overall Purpose:

To provide administrative support to the Heads of Department, Directors of Programmes, Programme Leaders and Module Leaders in the delivery of the academic programme in an identified School. The post-holder is expected to work flexibly and to provide a supportive environment for all students and academics of the School and the Department therein. The post-holder may be given responsibility for a key function or be asked to participate in projects that contribute to service improvements. Whilst generally aligned to a specific School, you will be expected to contribute to the wider DPA networking group and the continuation of team development activities. In December 2014, the department was externally assessed by Customer First © and achieved the national accreditation for customer service standards.

Principal Duties:

Departmental

- Administrative support to Heads of Departments this will include secretarial support for Departmental meetings and ad hoc meetings, staff management processes such as organisation of and collation of teaching observations, annual appraisals and the co-ordination of Academic staff work programmes within the department.
- Maintain logical and accessible administrative systems for the Department including creating electronic filing systems for tracking workflow and retrieving archives and ensure all Department information is kept up to date.
- In liaison with the School Leadership Office, arrange the induction of new staff (both core and hourly paid) within the Department
- Co-ordinate academic staff availability including duty rota production in line with Departmental needs
- To provide secretarial/administrative support for the Ethics process, to include the organisation and co-ordination of Department Sub-Committees
- To support CPD activity within the Department
- Act as a point of contact for Academic staff reporting sickness and annual leave absence and undertaking follow up procedures for notifying students of changes.
- Organise Departmental seminars, special lectures, events and conferences including maintaining an electronic department calendar of events.
- Ensure requests for information from other Central Services and external sources to the Department are responded to within the required time period.
- Order supplies for the Department working closely with Financial Services to ensure all processes are in accordance with University procurement guidelines
- Promote Health & Safety within the Department in line with University guidelines

Programmes and Modules

- Produce Programme Handbooks in conjunction with Programme Leaders
- Update MISIS/PIP database for all modules and programmes which feed directly into web based information for applicants, students and staff. Ensure Module and Programme Leader information is up to date. In addition provide and interpret information from (MISIS) and assist with block moving students to different seminars/modules on MISIS when required.
- Assist the Assessment Team with Assessment processes which include minute taking at a Subject Assessment Board.
- Provide secretarial support to Board of Studies, to include booking of rooms and any catering required, organise meetings, support student representatives and follow up and report on identified actions.
- Produce generic programme timetables for issuing at Induction where appropriate
- Liaise with Module Leaders to update module templates, assist with the uploading of modules and provide assistance to the processing of module feedback as necessary
- Co-ordinate the collation of Assessment Deadlines and advise academics accordingly
- Support the organisation of programme events and degree shows.
- Provide support to the Programme Leader in arranging block week/weekends, field trips and residentials for programme including securing quotes and booking accommodation, travel etc.
- Provide information as required by Accredited Professional Bodies including student membership details
- Work with Middlesex University Student Union and the Programme team to successfully recruit Student Voice Leaders
- Uploading of documents onto the Middlesex VLE (i.e. Moodle)

Other Duties

- Undertake responsibility for a key function if required
- Lead/assist on various projects which are related to the post-holder's duties, areas of responsibility or service improvement. This includes consulting colleagues inside and outside the School/University, drafting reports and making recommendations on further action.
- To contribute to the wider DPA networking group and the continuation of team development activities.

Other tasks required by Academic Registry, with particular reference to major events such as, enrolment and induction, examination invigilation, UCAS Confirmation and Clearing and Graduation as well as support for the wider DPA team.

PERSON SPECIFICATION

Job Title: Department and Programme Administrator

Essential:

- Educated to A Level or equivalent qualification. Other candidates will be considered if they have relevant work experience.
- Have substantial secretarial or administrative experience in a busy office setting
- Ability to organise work-loads
- Experience of managing conflicting priorities, coping with varying demands and high levels of activity whilst meeting deadlines
- Experience in using skill and judgment to solve problems and the ability to reach solutions independently.
- Pro-active in making suggestions to improve business processes.
- Proficient IT skills including MS Office software suite and database skills with the ability to analyse and manipulate data
- Commitment to working supportively and flexibly in a team environment.
- Excellent communication skills especially written skills that include minute taking

Desirable

- Previous experience of an HE institution or similar organisation
- An understanding of academic frameworks.
- Knowledge of Student database systems.

Working Conditions

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.

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 receipt of applications: *See advertisement*

What Happens Next?

If you wish to discuss the job in further detail please contact Nikoletta Chardaloupa by emailing N.Chardaloupa@mdx.ac.uk