Graduate Programmes Administrator
Department of Education

Closing date: 29 January 2018
Interview date: To be confirmed
Vacancy reference: 6309
INTRODUCTION

The Department is seeking to appoint an experienced administrator who is able to work effectively as a member of the administrative team and to act as the lead administrator for the Department’s MA programmes.

Working closely with the Senior Academic Administrator, Directors of Graduate Studies, Graduate Chair and Chair of Board of Studies, you will provide administrative support for all aspects of the department’s MA programmes and will contribute to support within the wider programmes administration team and related academic matters. You will have the opportunity to work in an interesting and varied student-facing role alongside a supportive team of administrators, dealing with all aspects of programme administration necessary to maintain the effective and efficient running of the department.

You will have experience of working in a busy office environment providing first-rate administrative support, possess excellent organisational and IT skills, and have the ability to liaise confidently with a wide range of internal and external contacts at all levels, communicating effectively both in writing and verbally. You will have the opportunity to work proactively, using your own initiative, and will have the ability to work on your own or as part of a team, producing accurate work to specific deadlines.

Further information about the Department of Education and its support staff team is available at:

http://www.york.ac.uk/education/our-staff/administrative/

The post is available on an open-ended basis and is available from the earliest opportunity.
Main purpose of the role

The post holder’s primary responsibility is to provide administration for the department’s six postgraduate taught MA programmes. Reporting to the Senior Academic Administrator, the post holder is expected to contribute to the smooth running of relevant processes and procedures in line with the departmental and university policy.

The post holder will contribute as a team member to other areas within the Programme Administration team and will deliver an effective and efficient service, actively participate in the development of office administrative systems, and take an active role in all aspects of programme administration from enrolment through to graduation for the students registered on MA programmes.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- **Act as a first point of contact for enquires, responding to a wide variety of telephone and email enquiries and liaise with departmental academic staff and central departments on all issues relating to student administration.**
- **Admissions**
  - To be responsible for the application process for MA programmes, involving day-to-day liaison with academic and administrative staff;
  - Supporting applicants and dealing with email and telephone enquiries relating to the admissions process;
  - Monitoring applications to ensure decisions are made in a timely manner and to ensure that application processes and procedures are adhered to;
  - Liaise with student recruitment and admissions colleagues where required – e.g. with regard to comparable non-EU qualifications and conversion activities including virtual open days;
  - Preparation for new taught Masters arrivals (overseeing of on-line optional module choice, welcome meetings, induction packs);
- **Student records and data management**
  - Ensure effective communication and record management takes place in relation to student registration status;
  - Monitor engagement of Tier 4 visa students in line with University and departmental policies;
  - Maintain records of attendance and follow-up with non-attendees as required, in conjunction with the Director of Graduate Studies;
  - Record supervision information at start of academic year and update as required;
  - Advise and support students and staff with applications for Leave of Absence;
  - Devise, develop and maintain departmental databases and/or spreadsheets and produce management or statistical information as required;
  - Oversee the archiving of student files including assessments and associated documentation;
- **Programme and module management**
  - Prepare and manage optional module choice and allocation process for students in the Department as well as elective students;
  - Prepare and administer end of module and end of programme feedback; summarise quantitative feedback;
  - Coordinate the compilation and update of programme handbooks
  - Liaise with module leaders to ensure module descriptors are kept up to date;
  - Assist with the annual checking of module diets,
availability and programme pathways, to inform the timetabling process;

• In conjunction with the department’s timetable, ensure timetabling requirements are met;

Administration of assessment

• Support the process of allocating supervisors for MA dissertations

• Liaise with the Senior Academic Administrator and central services to ensure the smooth running of summative assessment process. Ensure effective communication is in place for students, academic staff and external examiners;

• Assist with the collation/organisation of assignments and examinations, and arrangements for marking, moderation and issuing of results;

• Provide support to the extenuating circumstances affecting assessment (ECA) processes

• Assist with the organisation of the Exam Boards with regard to the module profiles and publication of results;

Committees

• Service departmental committees; notification of meetings to staff via email, preparation of agenda, taking of minutes at meetings, transcribing of minutes and circulation to staff and student reps as appropriate;

• Liaise with the Standing Committee on Assessment and Departmental StAMP Chair to provide administrative support in cases of potential academic misconduct;

• Oversee the recruitment of student reps to sit on departmental committees as required;

• Liaise with the Disability Officer to ensure Student Support Plans received from Disability Services are actioned appropriately; update and maintain confidential student individual requirements (assessments and teaching);

• Contribute to the review of departmental procedures and processes and ensure controls are in place for accuracy and timeliness relating to the administration of students;

• Proactively update the department’s web pages and student intranet using the university’s content management system; and the departmental VLE site;

• Provide cover for colleagues, where necessary, and to provide reception cover during periods of staff leave and during busy periods.

• Any other duties that fall within the scope of the job, as allocated by the Senior Academic Administrator and Department Manager following consultation with the post holder
# PERSON SPECIFICATION

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>A general education to include 5 GCSE passes at Grade C or above (including Maths and English), or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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<td>A level or higher qualifications (or equivalent)</td>
<td>Desirable</td>
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## Knowledge

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<tr>
<td>Thorough knowledge of administrative procedures and processes used in a busy office within a large complex organisation</td>
<td>Essential</td>
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<tr>
<td>Knowledge of MS office applications particularly Word and Excel and Google programmes such as Google Docs and Google Sheets</td>
<td>Essential</td>
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<td>Knowledge of using University of York information systems - e.g. eVision and SITS</td>
<td>Desirable</td>
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<tr>
<td>Knowledge and understanding of University processes, particularly those relating to the administration of academic programmes</td>
<td>Desirable</td>
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## Skills, abilities and competencies

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<th>Essential / Desirable</th>
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<tr>
<td>IT skills, with the ability to use Microsoft Office and Google programmes and the ability to create &amp; maintain web pages</td>
<td>Essential</td>
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<td>Ability to communicate information helpfully and accurately, both verbally and in writing, with a wide range of colleagues and customers.</td>
<td>Essential</td>
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<td>Ability to effectively organise and prioritise own work in order to produce work to a high standard, to required deadlines</td>
<td>Essential</td>
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## PERSON SPECIFICATION

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<tr>
<td>Ability to follow procedures within a larger complex organisation</td>
<td>Essential</td>
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<td>Ability to exercise initiative and work independently</td>
<td>Essential</td>
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<td>Ability to work with a high degree of accuracy in your work and the ability to play close attention to detail consistently</td>
<td>Essential</td>
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<tr>
<td>Ability to work with discretion, tact and diplomacy and to be able to maintain confidentiality</td>
<td>Essential</td>
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### Experience

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<td>Experience of working within a busy student facing administrative role within a Higher Education environment</td>
<td>Essential</td>
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<td>Experience of analysing data and presenting summary information in a clear and concise format</td>
<td>Essential</td>
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<td>Experience of providing an excellent standard of customer service</td>
<td>Essential</td>
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<td>Committee servicing and minute taking</td>
<td>Essential</td>
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### Personal attributes

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<tr>
<td>Able to work collaboratively as a member of a team</td>
<td>Essential</td>
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<td>Able to work flexibly, under pressure and to tight deadlines</td>
<td>Essential</td>
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<td>Strong customer service orientation</td>
<td>Essential</td>
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<td>To work with cultural awareness and to show sensitivity towards speakers of other languages</td>
<td>Essential</td>
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<tr>
<td>Professional, helpful and friendly attitude with a diplomatic, confident and efficient manner in dealing with a range of people and situations.</td>
<td>Essential</td>
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THE DEPARTMENT

The Department of Education is one of the six founding departments of the University of York and, like the University, celebrated its 50th anniversary in 2013. The Department has undergone significant growth in the last six years, and currently has 42 academic and teaching staff and 14 support staff. It registers over 500 students per annum, with approximately two-thirds at postgraduate level. The Department now has one of the largest graduate schools of education in the UK.

The Department was ranked in the top ten of Education departments in the country for the proportion of 4* world leading research and was rated in the top ten for the impact of its 3* and 4* research in the Research Exercise Framework 2014. The Department also routinely achieves a high level of external recognition for its teaching. For example, our single honours undergraduate programmes achieved an average of 99% overall satisfaction in the 2014 National Student Survey.

In 2014 the Department became one of only 17 departments in the country to have achieved Bronze level in Equality Challenge Unit’s trial gender equality charter mark, designed to address gender imbalance and underrepresentation in the arts, humanities and social sciences in higher education: [http://www.york.ac.uk/news-and-events/news/2014/gender-equality/](http://www.york.ac.uk/news-and-events/news/2014/gender-equality/)

Further information about the Department can be found at: [http://www.york.ac.uk/education/](http://www.york.ac.uk/education/)
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we've worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York
Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York.

Shopping, culture and entertainment
York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools
Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location
York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire
The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6309
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 29 January 2018

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance

Direct any informal queries to Jayne McCullagh, Senior Academic Administrator on 01904 323455 or email jayne.mccullagh@york.ac.uk

Please also see the Department webpages at www.york.ac.uk/depts/educ

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835