Student and Academic Programmes Support Administrator

**Department:**  
Health Sciences

**Hours of work:**  
37 hours per week

**Contract type:**  
Fixed term – 12 months

**Salary:**  
£21,814 - £25,217 per year
Introduction

The Student and Academic Services team provides administrative support for the Department’s teaching and learning across all our programmes including pre-registration education, apprenticeships and post-registration CPD programmes for health professionals, and programmes for taught and research postgraduates. The team, led by the Head of Student and Academic Services, is organised into three broad sub-teams:

- The Student and Academic Services team, led by the Student Support and Engagement Manager, supports recruitment and admissions, welcome and induction, student experience, student welfare and finance support, student records and statutory data returns to regulatory bodies and stakeholders.
- The Programmes Office team, led by the Programmes Office Manager, supports course scheduling and delivery, assessment, student progression and achievement, quality assurance, compliance with PSRB requirements, programme support and information, academic committees.
- The Practice Education Support team, led by the Practice Education Support Manager, supports the allocation of healthcare students to a suitable range of placement experiences to meet their learning outcomes, quality monitoring and audit of placement locations, and provision of e-portfolios to enable recording and assessment of students’ learning in practice.

Main purpose of the role

You will provide professional administrative service, carrying out a range of duties in order to facilitate the smooth running of the Department/Team.

Each team will have a number of administrators who will work primarily within that team, some staff may need to work across more than one team depending on the projects or tasks they are working on.

Staff are likely to have responsibilities to support several areas within their team’s remit to ensure that we have sufficient cover in case of absence. Day to day tasks may differ depending on the time of year, and team priorities. Members of all the teams will liaise with colleagues across the Department and in the wider university and may be called upon to service committees, organise meetings, process travel bookings and expenses claims, book casual staff, and purchase stationery and equipment.

A summary of the work of each of the teams is outlined below with some example tasks:

Student and Academic Services team:

- Staff will liaise closely with students, and with module and programme teams and supervisors as well as central teams including admissions, student support and student services teams.
- Staff will support recruitment and admissions activities for UG, PG and CPD students: processing applications including Occupational Health and DBS checks, organising visit days; liaising with applicants, employers and other stakeholders; setting up student records in SITS, data entry and reporting via SITS, e:vision and other systems; supporting the admissions tutors and teams as required.
- This team will organise welcome and induction activities for students e.g. uniform distribution etc.
- The team will organise student forums and groups and a calendar of events supporting student engagement.
- Members of the team will process travel and subsistence claims and complete regular data returns to HEE and other stakeholders.
- The team will be the first point of contact for students: answering queries regarding theory or practice, sickness or other absences, and any welfare, accommodation and/or finance issues.
- Members of the team will support the Clinical Skills Unit, setting up equipment and room layouts for sessions, managing stocks of equipment and consumables, supporting teaching staff with session planning for teaching and assessments. Our embedded Timetabling officer and Student Welfare officer will be members of this team.

**Programmes Office team staff:**

- Staff liaise closely with students, with programme and module teams and committee chairs as well as colleagues in central academic support office, student services, apprenticeships and SITS teams.
- The team supports course scheduling and the planning of assessment schedules. The team supports formative and summative assessments including paper setting and moderation, external examiner liaison, setting up submission points, liaising with marking teams, data entry and checking of results.
- The team supports the processes for students with extenuating circumstances, students requiring special arrangements and students going on or returning from Leave of Absence and processes student appeals.
- The team manages student module and assessment records and stage progression and final award processes.
- Members of the team service a number of academic committees including BoS, teaching committees, EC committee, Disability committee, and RPL committee, gathering and processing data and supporting case work.
- Members of the team support regular quality assurance processes including student evaluations and internal programme reviews as well as supporting processes and events to meet the requirements of external PSRB who accredit our programmes.
- Members of the team provide support programme delivery teams across the department and produce and maintain handbooks and other programme information in a variety of formats including the Programme and Module Catalogue and the VLE.
- Members of the team provide support to stakeholder groups including employers, practice partners, service users and carers.

**Practice Education Support team:**

- Staff will liaise closely with the Academic lead for Practice Education, the link lecturing team and programme teams and with practice partners and stakeholders at all levels.
- The team manages allocations of students to practice placement areas to ensure they gain a suitable range of placement experiences to meet the required practice hours and learning outcomes for their programme or stage.
- The team ensures that placement quality monitoring and audit processes are in place and implemented appropriately.
- The team provides, updates and adapts e-portfolios for each programme and stage and ensures students and practice partners have appropriate access permissions to enable recording and assessment of students’ learning in practice.

Members of this team are the Department’s expert users of various bespoke software solutions used to support placement allocations and the assessment of practice learning, and they produce and deliver training materials and provide support for staff, students and practice partner users of these systems.

**Key responsibilities**

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

You will be required to undertake some or all of the duties below:

- Provide excellent customer service to all stakeholders, answering queries and resolving problems regarding a range of University processes and systems
- Undertake a range of administrative duties, making certain that controls are in place to ensure accuracy and timeliness.
- Contribute to the ongoing improvement and development of University processes and systems.
- Become a confident user of specialist IT systems used by the team, undertaking training as required to ensure that skills are kept up to date.
- Analyse, manipulate and interpret information/data and use it to produce reports and other communications. Examples may include formal correspondence, procedural documents, newsletters, promotional literature, induction and welcome packs, lecture materials, conference presentations, etc.
- Provide effective administrative support to colleagues, which may include the coordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel and events.
- Monitor income/expenditure against a budget; processing invoices and orders, in compliance with financial administrative processes and seeking to promote value for money.
- Prepare communications and assist in sharing information in a timely and professional manner.
- Work proactively as part of a team, including contributing to the training and induction of colleagues or new staff.
- Organise events and meetings on behalf of the team as required.
- Work flexibly with others to deliver effective and efficient services and support.
- Ensure all information and data is managed in line with the relevant University policies.

Any other duties that reasonably fall within the scope of the role following discussion with the post holder.
### Person specification

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<th>Qualifications</th>
<th>Essential / Desirable</th>
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<td>Qualified to 5 GCSE passes at level 4 or above (including Maths and English), an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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<td>Qualification in IT, such as ECDL or equivalent levels of expertise.</td>
<td>Desirable</td>
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### Knowledge

| A solid understanding of the student journey through their programme, and of the administration processes and procedures supporting teaching, learning and assessment. | Desirable |

### Skills, abilities and competencies

| Ability to analyse, interpret and summarise numerical and written information for use in a variety of ways | Essential |
| Excellent interpersonal and communications skills, including face to face, telephone and written communication skills | Essential |
| Planning and organisational skills, e.g. meetings and events | Essential |
| A proactive approach and the ability to apply problem-solving skills | Essential |
| Attention to detail and ability to provide accurate, concise summaries and notes | Essential |
| Able to work flexibly and accurately, under pressure and to tight deadlines | Essential |

### Experience

| Experience of working in a varied administrative role effectively balancing competing priorities | Essential |
| Experience in the use of relevant IT applications and/or systems including MS Office and/or Google applications | Essential |
| Experience of providing an excellent standard of customer service to a range of stakeholders | Essential |
| Experience of working in a teaching support role in an academic Department, preferably in a health related or other professional education discipline | Desirable |

### Personal attributes

<p>| Commitment to work in and contribute to an environment of change and continuous improvement | Essential |</p>
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<tr>
<td>A personal commitment to the principles of equality and diversity, and</td>
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<td>awareness of and empathy with people from all cultural and ethnic</td>
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<td>backgrounds</td>
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<td>Commitment to collaborative working with colleagues and stakeholders to</td>
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<td>achieve Departmental and team objectives</td>
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