Programmes Office Administrator

**Department:** Department of Health Sciences

**Hours of work:** x1 Full Time and x1 Part Time (0.8WTE)

**Contract type:** Open Contract (Full Time Vacancy) and Fixed Term Contract (Part Time Vacancy)

**Salary:** £24,285 - £27,131 a year (reduced pro rata for part time working)
Introduction

An opportunity has arisen to join the University of York as an Administrator (x2 roles) delivering operational support within the Programmes Office in the Department of Health Sciences. Working under the direct management of the Programmes Office Manager (and subsequently under the leadership of the Head of Student & Academic Services), you will join a team of administrators and will provide operational support across a wide range of administrative activities supporting teaching and learning. Working collaboratively with staff both inside the Department and across the wider university, you will actively contribute towards the provision of a highly professional, customer-focused service that supports the academic endeavour of the Department of Health Sciences.

Main purpose of the role

The postholder will provide a consistently high standard of administrative support for undergraduate and postgraduate taught programmes (including post registration education modules and programmes) within the Department of Health Sciences, working alongside other members of the Programmes Support Team in collaboration with the Student & Academic Support Service and Practice Education Support Teams. This is a busy and varied role which requires the postholder to communicate persuasively and tactfully with academic and teaching colleagues and external stakeholders, to ensure compliance with timescales throughout the academic year. The postholder must be able to work to tight deadlines using your own initiative, have excellent attention to detail and to learn new systems and procedures rapidly.

Key responsibilities

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

1. Role Specific Responsibilities

   - Undertaking a range of activities to support the management, organisation and delivery of programmes working closely with other Professional Support Staff (in Student & Academic Support Service and Practice Education Support Team), Academic and Teaching colleagues, Programme Leaders, Module Leaders, Subject Leads and Governance Chairs and committees.
   - Providing a range of support for assessment arrangements including examination and assessment material; organisation and running of assessment activities; administration of assessment data and processing of marks using SITS; Servicing and supporting examination boards.
   - Provide effective, professional support to the Teaching & Learning team, students and key stakeholders, dealing with programme related enquiries in an efficient, friendly and professional manner and signposting where necessary.
   - Ensure the accurate monitoring and maintenance of student records and data within a designated area of responsibility, including collating data from records and systems and in line with any university of external regulatory body requirements.
   - Organise and service designated formal boards, committees and meetings, including the production and distribution of relevant documentation and minutes, monitoring action points to ensure completion by the Chair.
   - Providing procedural and specialist advice and guidance to students with exceptional circumstances, recording extension and exceptional circumstances as appropriate and general support as required by the Programmes Office Coordinator and Programmes Office Manager.
2. University of York Responsibilities for Grade 4

Service and Operational Delivery

- Use initiative to resolve queries that generally have a readily available answer by reference to policy, past experience and/or where some discretion can be applied.
- Share knowledge with colleagues and others to enable effective service or operational delivery.
- Proactively anticipate, explore and respond to customer needs and, when appropriate, propose solutions to resolve service or operational issues.
- Provide guidance and advice to resolve problems and queries for a broad range of customers.
- Make effective use of digital solutions to carry out operational activity and highlight opportunities for further efficiencies.
- Provide effective administrative support to the wider department as required. This may include the coordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel and events.

Continuous Improvement

- Contribute to the ongoing improvement, development and implementation of University processes and systems.
- Advise others and make recommendations into work processes and procedures for consideration by senior management to improve services.
- Proactively identify opportunities for building new personal knowledge and skills.

Specialist Contribution

- Act as a more knowledgeable team member to resolve non-standard or complex queries or advise when to escalate.
- Record data and information accurately.
- Analyse, manipulate and interpret information/data and use it to produce reports for distribution to key stakeholders in the process or service.
- Carry out basic analysis and research to inform decision making.

Collaboration and Communication

- Work collaboratively, proactively and flexibly with team members to ensure the smooth running of service and operational delivery.
- Collaborate with team members to anticipate and implement service improvements or alterations.
- Proactively and reactively liaise with contacts and participate in networks and communities internally and possibly externally, contributing to effective collaborative working.
- Act as a supportive and encouraging member of a team, including contributing to the training and induction of colleagues or new staff.

Governance and Oversight

- Apply knowledge of procedures and policy to processes; check and reconcile anomalies within data and information.
- Monitor and evaluate service delivery to ensure compliance with regulatory and professional procedures and standards.
- Monitor data accuracy checks to identify anomalies and ensure the integrity of data and information.
Planning and Organisation

- Plan and organise own workload, including possible project delivery.
- Organise and schedule resources, activities and events.
- Identify priorities and monitor processes and activities to ensure success.
### Person specification

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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Knowledge of administrative procedures and processes used in a busy office environment</td>
<td>Essential</td>
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<tr>
<td>Knowledge and understanding of university systems and procedures</td>
<td>Desirable</td>
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<td>Understanding of confidentiality and data protection issues in line with GDPR guidance</td>
<td>Essential</td>
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<td>Ability to use initiative and problem-solving skills</td>
<td>Essential</td>
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<td>Ability to work under pressure and to tight deadlines</td>
<td>Essential</td>
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<tr>
<td>Experience in a related administrative role with a Higher Education Institution (HEI)</td>
<td>Desirable</td>
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<td>Excellent IT skills, with the ability to use MS Office, particularly Excel, Access, Word and PowerPoint; knowledge of Google Applications</td>
<td>Essential</td>
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<tr>
<td>Knowledge of the Higher Education Student Lifecycle</td>
<td>Desirable</td>
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**University of York Person Specification for Grade 4**

**Qualifications:**

Level 2 qualification including Maths and English. (Qualifications at this level include five GCSEs at grade A*-C/ grade 4-9. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

**Skills - demonstrates the ability to:**

- Accurately record, analyse, interpret and report information/data            | Essential             |
- Use digital technologies including Google applications and/or Microsoft Office | Essential             |
- Communicate effectively in verbal and written formats                       | Essential             |
- Organise activities and resources                                           | Essential             |

**Behaviours:**

- Works collaboratively with others                                          | Essential             |
- Delivers a quality service                                                  | Essential             |
- Develops self and others                                                    | Essential             |
- Actively champions respect, inclusivity, equality and diversity             | Essential             |
| Identifies and implements continuous improvement | Essential |