Programme Administrator

Department: Education
Hours of work: Full time / 37 hours per week
Contract type: Open
Salary: Grade 4 / £24,285 - £27,131 per year
Introduction

An opportunity has arisen for an experienced administrator to join the Department of Education on an open-ended basis to work in an interesting and varied student-facing role providing a professional and efficient administrative service for students and staff.

The Programme Administrator will provide general administrative support for all matters relating to the teaching and learning activities of students registered on the Department’s taught and research programmes.

You will provide support for a wide range of processes from enquiry through to graduation, including admissions, maintaining student records, programme and module management, administration of assessments and servicing committees.

A professional approach to work, a willingness to help and a positive outlook are required in order to fulfil the requirements of the post. It is required that the post holder can establish good working relationships with academic and professional staff as well as students and external stakeholders.

Main purpose of the role

The Programme Administrator role provides professional and high-level support for all aspects of programme administration on the Department’s undergraduate and postgraduate programmes.

You will provide support to designated programmes within the department. However, the post holder will also be expected to work flexibly and collaboratively within the Programme Administration Team to support the Department’s full range of activities throughout the academic calendar. The post holder will be a key member of the team, reporting to the Student Services Manager and working closely with Programme Directors, Programme Leaders, the Chair of Board of Studies, Chair of Board of Examiners and external stakeholders, as required.

The post holder will be expected to actively participate in the Programme Administration Team and to work flexibly to provide mutual cover and support for other areas of work within the team as required. You will be expected to contribute to the development, improvement and implementation of efficient office administrative systems and will be committed to delivering an outstanding customer service to students, trainees, colleagues and academic staff.

Key responsibilities

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

1. Role Specific Responsibilities

Provide administrative support and advice for trainees, students and staff in all aspects of programme administration including:

- Admissions processes
- Student and data management
- Programme administration
- Assessment and examinations processes
- Liaison with the Timetabling Officer
- Servicing student or teaching related committees
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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<th>Essential / Desirable</th>
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<tr>
<td><strong>Role Specific</strong></td>
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<tr>
<td>Ability to follow administrative procedures and processes within a large/complex organisation</td>
<td>Essential</td>
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<td>Ability to effectively organise and prioritise own work, exercise initiative and work independently</td>
<td>Essential</td>
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<td>Knowledge and understanding of University processes, particularly those relating to the administration of academic programmes</td>
<td>Desirable</td>
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<td><strong>University of York Person Specification for Grade 4</strong></td>
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<td><strong>Qualifications:</strong></td>
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<td>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.</td>
<td>Essential</td>
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<td><strong>Skills - demonstrates the ability to:</strong></td>
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<td>Accurately record, analyse, interpret and report information/data</td>
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<td>Use digital technologies including Google applications and/or Microsoft Office</td>
<td>Essential</td>
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<td>Communicate effectively in verbal and written formats</td>
<td>Essential</td>
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<td>Organise activities and resources</td>
<td>Essential</td>
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<td><strong>Behaviours:</strong></td>
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<td>Works collaboratively with others</td>
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<td>Delivers a quality service</td>
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<td>Develops self and others</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
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