Short Courses Administration Manager

**Department:** External Relations / Centre for Global Programmes

**Hours of work:** Full time

**Contract type:** Open

**Salary:** £27,131 - £33,314 per year | Grade 5
Main purpose of the role

About us
The Centre for Global Programmes, part of International Recruitment, Partnerships and Mobility, runs a portfolio of incoming bespoke short courses for students and staff of partner universities overseas as well as open-access summer schools for students from around the world. These programmes aim to generate revenue, build new international relationships, enhance existing relationships with key University partners across the globe, and contribute to the University's international widening participation goals.

About the role
As Administrative Manager, you will oversee administrative support for our operations. Supervising and coordinating a small team of short courses administrators, you will provide administrative oversight, including work planning, maintaining important relationships with clients, host families, students, liaising with other University offices and local organisations, financial transactions and other specialist support.

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

1. Role Specific Responsibilities

- Supervise a small team of administrative staff, including student interns; ie allocate work and ensure that tasks are completed to objectives, quality and timeliness
- Manage and review administrative systems to support a wide range of short course and summer school procedures and processes, to ensure they are fit for purpose and to maximise efficiency, including host family procedures, formal agreements, course administration, course and student records and client liaison
- Project manage the administration of courses, including the set up and oversight of task lists, projects, work stream allocation and administration of course delivery
- Develop and support international relationships with new and existing partner universities (including the administrative support of business development and client relationship management)
- Liaise with Head of York Courses, management team and programme managers on the delivery of short courses, and deputise for them where appropriate, and write formal reports for the Head of York Courses and wider management team, which may include reports on finances, staff performance, and service development
- Provide detailed advice and guidance, on department/service specialist processes and procedures, to internal and external enquirers
- Oversee day-to-day finances, manage a service-related budget and associated accounts, write financial reports and produce management information and data as required
- Oversee accommodation for incoming students on the homestay programme (including recruitment, database management, allocations, evaluations) and on campus (including bookings systems)
- Oversee the production and update schedules of a wide range of departmental documentation and promotional media in both electronic and hard copy
- Oversee all practical arrangements of the organisation of outgoing visits and incoming visits by visiting staff from partner universities overseas
- Take a key role in the recruitment of new administration staff, including training and induction and carry out performance reviews of administration team members and ensure that any training and developments needs that are identified are met

2. **University of York Responsibilities for Grade 5**

**Service and Operational Delivery**
- Undertake day to day decision making for operational aspects of service or delivery, within a designated area of responsibility.
- Deliver services to standards set by others, using initiative and independent action to meet service needs.
- Manage the resolution of escalated issues or queries where the answer requires consideration and application of judgement.
- Where appropriate, solicit customer views on the nature and quality of the service provided.
- Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
- Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

**Continuous Improvement**
- Monitor and review service or operational delivery in conjunction with line manager, recommending / implementing improvements to process, service or governance.
- Contribute to and/or initiate the development and improvement of methods of service delivery.
- Research, analyse and interpret data/findings, using standard methodologies to identify opportunities for improvement. Where appropriate, independently identify and source additional information for consideration.
- Proactively identify opportunities for building new personal knowledge and skills for self and others.

**Specialist Contribution**
- Provide detailed advice to internal and external stakeholders on service-specific policies, procedures and regulations.
- Carry out investigations, searches and research information and data to identify trends and patterns.
- Analyse data and statistics and provide reports for higher level decision makers.
- Provide expertise to support compliance with legislation and statutory duties.

**Collaboration and Communication**
- Establish, maintain and develop productive and ongoing relationships with colleagues across the University, to support service delivery and issue resolution.
- Contribute to business meetings, working groups and committees to enable efficient service delivery and manage stakeholder expectations.
Engage with external peers and specialists to exchange knowledge and information.
Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
Collaborate with team members to identify and implement service improvements or alterations.

Governance and Oversight
- Implement and monitor recognised procedures to ensure compliance.
- Provide training to team members on procedure e.g. data handling and recording.
- Ensure accuracy by implementing recognised and routine checks, assessment criteria and techniques.

Planning and Organisation
- Plan and organise own workload (and, where applicable, the workload of team members) to manage short term fluctuations and changing priorities.
- Contribute to longer term plans/programmes of work.
- Plan and organise small scale projects.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
## Person specification

<table>
<thead>
<tr>
<th>Role Specific</th>
<th>Essential/Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>An understanding of the principles of service provision and office management</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of managing people and ability to supervise a small team and to apply available resources to optimum effect</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of working with international students, customers or colleagues</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to manage multiple work streams and prioritise effectively to meet deadlines</td>
<td>Essential</td>
</tr>
<tr>
<td>Knowledge of higher education</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

### University of York Person Specification for Grade 5

#### Qualifications:

Level 3 qualification. (Qualifications at this level include A levels. Please view the full list. We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.)

#### Skills - demonstrates the ability to:

- Manage small-scale projects
- Gather, analyse, interpret and report data/information
- Use digital technologies including Google applications and/or Microsoft Office
- Communicate effectively in verbal and written formats, including the use of a variety of digital tools

#### Behaviours:

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