Job description

Date last reviewed: March 2013

Faculty: All Faculties

Title of post: Programme Administrator

Grade of post: 6

Post number: 17752, 17753, 17754, 17755

FT or % P/T:

Principal location of work:

Immediate line manager: Senior Programme Administrator

Staff managed: None

Qualifications required for post: A-levels or equivalent experience

Experience required for post: Significant demonstrable administrative experience; minute-taking experience; good IT skills and an understanding of centralised database management systems; ability to work on own initiative; team-working experience; problem-solving skills; flexible approach to working; excellent communication skills.

Overall purpose of post: To work as part of the Academic Administration Team to provide comprehensive administrative support to the assigned programme portfolio, including Oxford Brookes, collaborative awards and workforce development.

Main duties:

1. To contribute to the relevant administrative team in ensuring the effective, efficient and economic administration of the programmes covered by the post, including the review and development of new working practices.

2. For designated programmes: To take responsibility for faculty-based elements of student recruitment and appropriate admissions procedures, student induction and student examination and progression, including:
   • Liaison with the relevant Faculty Admissions team in the Admissions Office and other relevant departments
   • Liaison with external partners where appropriate for induction related activities
   • Making arrangements for applicant interviews and meeting and advising potential applicants and their parents/advisers
   • Liaison with the Faculty Marketing Office to:
     • ensure marketing materials (including application packs) are appropriate, up-to-date and available
     • arrange interview days, open days and career days (including liaison with local stakeholders)
   • Attendance at internal events to promote the programmes and faculty as a whole. (This may require occasional attendance outside of normal working hours)

3. Where relevant, liaise with external partners/stakeholders with respect to funding and other student related issues.
4. Utilise University systems (eCSIS, PIP, etc) to maintain programme, student and enquirer information. Where relevant be responsible for managing the Brookes Virtual Learning environment for modules and fields. As required, book rooms, labs, studio spaces for teaching activities.

5. For all relevant programmes, prepare student transcripts as necessary.

6. Organise programme information in shared drives. To maintain and archive all programme and short course documentation, handbooks etc and to ensure document quality standards are maintained.

7. Provide an effective enquiry response, managing all relevant telephone, email, face-to-face and postal enquiries relating to the programmes from students, staff, stakeholders and visitors. Ensure maximum conversion from enquiry to application by adopting good customer relations and follow up practices.

8. As a member of a programme team, and in collaboration with the Student Support Coordinators, provide advice and support to students on matters relating to their programme, including professional body registration where relevant.

9. In collaboration with Student Support Co-ordinators to manage the workload of Students Guiders as appropriate.

10. Provide comprehensive administrative support for Field Trips (e.g. booking mini buses, hotels, flights, accommodation etc. In liaison with the Facilities and Services Manager, making sure risk assessments are undertaken, collating paperwork etc)

11. Consultation with the Associate Dean Student Experience to co-ordinate the process of student module evaluation and feedback.

12. Liaise with the Exams Committees and Faculty Marketing Team to co-ordinate the process of identifying recipients of, and awarding of, student prizes.

13. Provide administrative support and contribute to formal programme committees/meetings, subject examination committees, annual reviews and other associated meetings for the relevant programmes, including:
   - Liaison with relevant personnel
   - Preparation and distribution of agendas
   - Taking minutes and producing associated documentation
   - Dealing with follow-up action
   - Booking venues and hospitality arrangements.

14. Liaise with relevant external partners including collaborative provision, placement partners, external examiners, and professional statutory and regulatory bodies.

15. Liaise with relevant university directorates to ensure that centrally held information is accurate and accessible. To take responsibility for receiving and communicating graduation arrangements to appropriate personnel and dealing with relevant correspondence on student completions.

16. Undertake any other duties commensurate with the grade and level of responsibility for this post, for which the post holder has the necessary experience and/or training.
**Person specification**

**Faculty:** All Faculties

**Title of post:** Programme Administrator

**Starting salary:** Grade 6

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<th>Specification</th>
<th>Essential</th>
<th>Desirable</th>
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<td>1. Education/Training</td>
<td>A-levels (or equivalent qualification) or equivalent experience</td>
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<td>2. Relevant Experience</td>
<td>Previous administrative experience in an office environment</td>
<td>Experience of working in an HE environment</td>
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<td>Experience of successfully working to strict deadlines</td>
<td>Knowledge and understanding of HE systems and procedures for academic and student support</td>
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<td>3. Relevant Skills/Aptitudes</td>
<td>Able to work effectively on own initiative</td>
<td>Experience of using databases</td>
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<td>Able to work collaboratively to achieve team goals</td>
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<td>Strong written and oral communication skills</td>
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<td>Strong interpersonal skills</td>
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<td>Able to pay close attention to detail and to ensure that documentation and administrative arrangements are precisely as required</td>
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<td>Excellent organisational and time management skills.</td>
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<td>Demonstrable numeracy and data analysis skills</td>
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<td>Demonstrable IT skills with an ability to use software packages appropriate to an office environment</td>
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<td>Able to draft concise notes and minutes from complex discussions</td>
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<td>4. Special Requirements</td>
<td>Able to maintain confidentiality with respect to student and staff information</td>
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<td>An awareness of data protection legislation</td>
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<td>Must be able to work occasional evenings and weekends to support open days and other student events</td>
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