UNIVERSITY OF **BATH**

**Job Description**

**Programmes Administrative Assistant**

| Job title: | **Programmes Administrative Assistant** |
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| Department/School: | **ADD YOUR FACULTY/SCHOOL HERE** |
| Grade: | 4 |
| Location: | **ADD YOUR LOCATION/TEAM HERE** |

**Job purpose**

The post holder will provide administrative support for taught programmes in the Faculty, including assessment processes, maintaining student records, responding to enquiries from students, supporting Director(s) of Studies and contributing to recruitment activities.

Under the guidance of Taught Programmes Manager(s) and Programmes Officer(s), the post holder will support Programmes Administrators, working within common systems and processes standardised on best practice, adhering to University regulations and procedures, and ensuring services are efficient, effective and adapt to changing circumstances.

The post holder also works closely with academic staff, ensuring cooperation and compliance with milestones in the academic year, and is in regular communication with students and potential applicants.

**Source and nature of management provided**

Programmes Officer with input from the Programmes Managers, Director of Administration & Director(s) of Studies

**Staff management responsibility**

N/A

**Special conditions**

You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. This will form part of your substantive role and you will not receive additional payment for these activities

You may occasionally be required to work on weekends to support relevant events. You will be able to take this time off in lieu in recognition of the additional hours. Please note that annual leave may be restricted during peak workload periods.

**Main duties and responsibilities**

To provide support to the Programmes Administrator/s with the following duties:

| 1 | **Support for Programme Delivery** |
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| | • Implement and work within a set of common core business processes, standardised on best practice and adhering to University regulations and codes of practice in support of the student life cycle |
| | • Act as a point of contact for students, staff, visiting lecturers and other external stakeholders, dealing with enquiries and providing support on matters relating to programme administration in a professional and timely manner |

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| | • Establish, maintain and use clear and effective means of communication with staff and students<br>• Assist with maintaining the virtual learning environment portal, including uploading unit information, making updates etc. as required<br>• Provide support in the production of core programme information, materials, teaching aids and general handbooks<br>• Assist with organising Open Days, induction, graduation receptions, residentials and other key events relevant to programmes<br>• Provide support in the production of information packs for incoming students and induction week activities<br>• Provide administrative support to the Director(s) of Studies |
| **2** | **Student Records**<br><br>• Provide support with the maintenance of accurate student records, adhering to University regulations and Data Protection and Freedom of Information Acts, using the University's student administration system (SAMIS)<br>• Ensure that all student choices relating to their programme of study have been authorised, and are correct<br>• Provide support with maintaining, updating and archiving of all student files, handbooks and records on a regular basis |
| **3** | **Assessment**<br>Support the programme administration team with assessment processes<br>• Ensure safe receipt, collation and distribution of student assignments/projects for marking and the return of feedback to students<br>• Support the programme administration team with the moderation process, including passing on assessed work to External Examiners<br>• Ensure all marks, results and decisions are collated in a timely fashion and recorded accurately<br>• Assist with producing letters and results transcripts for students as required<br>• Assist with retaining & archiving a sample set of assessments in adherence with the University retention policy<br>• Support re-assessment processes<br>• Support the management of the Individual Mitigating Circumstances process |
| **4** | **Recruitment & Enquiry Management**<br>• Assist with recruitment activities such as the UCAS days/PGT Recruitment and University Open Days, promoting increased applications and high retention rates |
| **5** | **Teamworking**<br>• Be a proactive, collaborative and co-operative member of the Faculty Taught Programmes Team, contributing to the effective delivery of service in this team and within the Faculty as a whole<br>• Support other members of the team and provide assistance and guidance where necessary |
| **6** | **Commitment to the University's Effective Behaviours Framework**<br><br>As a holder of the Association of University Administrators Mark of Excellence Award, the University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Professional Services staff are expected to exhibit these behaviours with a |

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| | commitment to on-going personal development in these areas. Further details are outlined in the person specification. |

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main priorities and typical areas of activity of the post holder. These activities are subject to change over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder.

UNIVERSITY OF BATH

**Person Specification**

| Criteria: Experience/Knowledge | Essential | Desirable |
|---|:---:|:---:|
| Experience in an administrative support role preferably with experience of student administration or equivalent experience working in a busy office in an administrative role | ✓ | |
| Experience of working within the Higher Education sector | | ✓ |
| Knowledge of standard IT packages and databases | ✓ | |
| Working knowledge of University specific software (including SITS, Business Objects, Moodle, Agresso) | | ✓ |
| Experience of maintaining clear and accurate records | ✓ | |
| Evidence of independent and effective team working | ✓ | |
| Experience of effectively organising a busy workload with sometimes conflicting priorities, to meet deadlines | ✓ | |
| Evidence of working within specific frameworks e.g. Quality Assurance compliance | | ✓ |
| Experience of servicing/minuting meetings | | ✓ |

| Criteria: Skills | Essential | Desirable |
|---|:---:|:---:|
| Excellent written and oral communication skills, with a high level of accuracy and attention to detail | ✓ | |
| Excellent interpersonal skills in order to communicate effectively with staff, students and members of the public. Ability to develop good working relationships. | ✓ | |
| Good organisational skills with the ability to coordinate resources other than oneself (arrange events) | ✓ | |
| Competent, conscientious and motivated with a methodical approach to work | ✓ | |
| Ability to be adaptable and flexible and to learn | ✓ | |

| new skills quickly | | |
| --- | --- | --- |

| Criteria: Professional Qualifications | Essential | Desirable |
| --- | --- | --- |
| N/A | | |

| Criteria: Academic Qualifications | Essential | Desirable |
| --- | --- | --- |
| Good level of general education; educated to A Level (or equivalent) or above | ✓ | |
| Education to degree level or equivalent relevant professional experience | | ✓ |

**Effective Behaviours**

**To be most effective in this role the University has identified a set of effective behaviours. These behaviours do not examine technical competence, rather they identify the behaviour patterns that are valued due to them being consistent with high performance across the organisation. This table identifies how this set of effective behaviours applies to this specific role:**

| Grade 4 Administrative Assistant | |
| --- | --- |
| **Area of Influence** | **Within team** |
| **Managing self and personal skills:** | • Monitors the effectiveness of working relationships and adjusts behaviour accordingly<br>• Receives feedback constructively<br>• Behaves professionally when faced with challenging situations<br>• Demonstrates self-awareness |
| **Delivering excellent service:** | • Sees things from the customer's viewpoint<br>• Resolves problems efficiently in a polite and professional manner<br>• Ensures knowledge of systems and processes are kept up to date to enable provision of accurate information<br>• Operates within appropriate boundaries and manages expectations<br>• Is always polite and professional |
| **Finding innovative solutions:** | • Uses informal systems and channels of communication to support objectives<br>• Makes use of information gained through personal networks, team meetings and other communication channels<br>• Recognises that time is cost and adjusts behaviour accordingly<br>• Can refer to information and resources in order to answer queries and support colleagues |
| **Embracing change:** | • Views change situations as opportunities for improvement and development<br>• Remains positive about moving forward |

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| | • Successfully performs in varying environments<br>• Demonstrates flexibility and adaptability |
| **Using resources:** | • Takes time to understand and diagnose problems, seeking advice as appropriate<br>• Identifies ways of resolving issues within the boundaries of the role's remit<br>• Identifies risks and considers consequences of failure in advance<br>• Makes decisions appropriate to the role and takes responsibility for them<br>• Draws on others' knowledge, skills and experience, actively seeking help and clarification to understand and learn new processes, systems or information<br>• Effectively manages time and coordinates priorities and tasks to achieve work outcomes as directed by others |
| **Engaging with the big picture:** | • Understands the context in which the team operates and how this fits with the vision of the Faculty and University<br>• Accepts decisions even if they are unpopular<br>• Is clear about role, responsibilities and relevant boundaries |
| **Developing self and others:** | • Uses all situations as potential learning opportunities<br>• Engages with training activities<br>• Engages positively with appraisal processes by seeking, accepting and acting upon feedback<br>• Keeps up to date with what is happening across the team |
| **Working with people:** | • Works within a collaborative team-working environment<br>• Has a good grasp of where responsibility ends and that of others begins<br>• Ensure working practices and behaviours are inclusive, non-judgemental and unbiased<br>• Is willing to help others when required<br>• Demonstrates honesty and integrity |
| **Achieving results:** | • Takes personal responsibility for completing tasks<br>• Maintains a high standard of work even when under pressure<br>• Is organised by keeping track of a number of activities running simultaneously<br>• Distinguishes between important and urgent tasks and prioritises effectively, even from apparently equal demands<br>• Works effectively in order to meet deadlines |