

Job Description

Job title	Senior Programme Administrator
Department/Unit	Student Services – Support Centre
Job Type	Full time, Permanent
Grade:	Grade 5
Accountable to	Programme Manager
Accountable for	Supervision to Programme Administrators for the assigned portfolio within the Support Centre
Vacancy reference	SRF54143

Purpose

Provide line management to a team of administrative staff and provide comprehensive end-to-end teaching and learning support to the assigned academic portfolio, ensuring a high-quality student and staff experience. Work with the Programme Manager to develop, implement and maintain the consistent and integrated delivery of the Support Centre's academic programmes, ensuring a high-quality student experience.

Team Structure

Apply for this role and you will join a thriving community of people dedicated to supporting students to flourish and achieve at University. If you have good organisational skills, strong attention to detail and enjoy working with clear processes as part of a team, this is a perfect role for you, whether early in your career, returning to work after a break or switching from another career path.

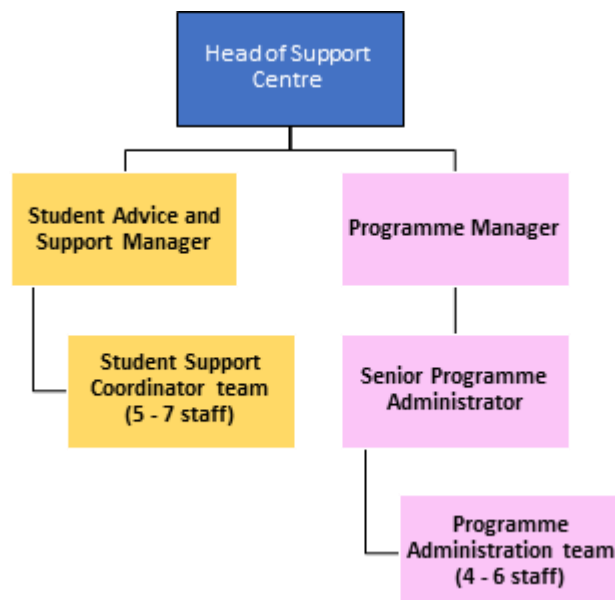
Our Support Centres are busy environments where support to students and staff is our priority, working across all Schools and disciplines at the University. The Support Centres are a first point of contact for students in relation to their studies, and our Student Support Co-ordinator teams work hard to ensure they have a positive experience at the University, signposting them to specialist services where needed and advising students on key processes. Our Programme Administration team undertake a wide range of activities including: processing student assessments (using our virtual learning environment) module enrolment, facilitating attendance monitoring and supporting teaching staff with anything relating to assessments and teaching materials. The Programme Administration Teams are a fundamental and key function to ensure the smooth running of teaching.

The Support Centres are a thriving and friendly environment in which to work, with pleasant open plan offices around our green and beautiful campus. We have 4 different Support Centre locations with over 130 staff in total. We provide training and support to ensure our new recruits are able to

learn their roles as well as understand the policies and practices which provide a framework for teaching and learning. You will be working in an area where real career progression is possible both within our Support Centre (as shown in our organisation chart below) and across the many professional services teams in the University, with a number of management positions to aspire to. You will work in partnership with both academic and professional services colleagues to ensure a high level of support is provided for students on our programmes. This will include the day-to-day activities which are listed on the job description, but also advising on complex matters, anticipating challenges and striving for improvements to make sure we provide an excellent student experience in line with sector best practice.

Support Centre organisation chart key:

- Student facing team – yellow
- Programme administration team – pink



Main duties and responsibilities

- Contribute to the smooth and seamless delivery of best practice academic administration within the team from enrolment through to Graduation.
- Supervise the day-to-day work of and the provision of support to a team of programme administrators for a designated portfolio of programmes. Manage annual leave and sickness and absence cover; ensure team members are flexible and develop a wide range of skills to respond to the requirements of customers; undertake Performance Development Reviews.
- Ensure a thorough knowledge of and contribute to the devolved administration of students on the designated portfolio of programmes ensuring compliance with University policies and agreed protocols and timescales. This includes but is not limited to ensuring the Programme Administrators fulfil the following tasks:
 - the academic and financial enrolment of students.
 - provision of learning materials and appropriate provision of programme documentation, handbooks and relevant learning materials to students.
 - maintenance of student programmes and the processing of data in relation to students' status such as course, mode of study, award aim, withdrawal, and suspension.
 - monitoring of data exception reports and resolve issues as necessary.
 - organisation of disability related adjustments.
 - support of activities such as field trips and study abroad.
 - second tier and specialist support and guidance to staff and students in collaboration with the Student Advice and Support Manager.
 - administration of relevant school-based bursaries and scholarships.
 - notification of student status changes to relevant colleagues and external bodies.
 - support of the assessment and Exceptional Circumstances processes.
- Assist the Programme Manager in ensuring that staff within the team have the required knowledge, support and training to equip them to plan and deliver all administrative and operational aspects of the programmes
- Produce reports for the Programme Manager and Head of Support Centre on any service issues or to support change proposals as required.
- Be an active participant in the cross-support centre programme administration network which seeks to foster collaborative working and consistency in processes and protocols.
- Assist academic staff in the review, development and validation of the academic portfolio, including gathering and reviewing feedback and information and rewriting programme handbooks.

Attendance at internal events to promote the programmes and the University. (This may require occasional attendance outside of normal working hours).

- Servicing of relevant school T&L committees.
- Develop and sustain collaborative and effective working relationships with academic staff, Reading Students' Union, Admissions and other colleagues within and outside the Support Centre.
- Other duties commensurate with the role as may be assigned by the line manager.

Supervision received

You will report to and get support from the Programme Manager.

Supervision given

You will have supervisory responsibility for a designated team of Programme Administrators within the Support Centre.

Contact

Internal contacts including academic colleagues, central services, other Support Centre staff and Reading Students' Union.

Terms and conditions

36 hours per week including occasional evening and weekend working such as for evening opening hours, open days and Welcome Week.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed: 20/06/2024

Person Specification

Job Title	School/Department
Senior Programme Administrator	Student Services – Support Centre

Which stage these Criteria be assessed:

A = Application

I = Interview

P = Presentation/Pre task/Other

Criteria	Essential	Desirable
Skills Required	- Ability to embrace and enable change and support staff through periods of change. (A, I) - Excellent team working skills and the ability to supervise and motivate a team and ensure that agreed service standards and KPIs are met. (A, I) - Ability to work effectively on own initiative and to tight deadlines. (A, I) - Excellent organisational and planning skills. (A, I) - Ability to set up and maintain effective systems and procedures. (A, I) - Ability to work closely with colleagues. (A, I) - Excellent and sensitive communication, negotiation and interpersonal skills. (A, I) - Excellent analytical and numeracy skills and the ability to synthesize information. (A, I)	
Attainment	A Levels or equivalent. (A)	Good first degree (A)
Knowledge	Understanding of how automation can support best practice administration. (A, I)	Good operational understanding of key HE school operations e.g. production of teaching and learning materials, assessment. (A, I)

Relevant Experience	• Experience of writing reports. (A, I) • Experience of providing administrative support to committees. (A, I) • Experience of working with a large and complex database including the maintenance of data. (A, I) • Evidence of good IT skills and utilisation of Outlook and other MS Office products. (A, I) • Experience of supervising a team. (A, I)	• Experience of automated student record and financial systems e.g. RISIS or Agresso (A, I) • Experience of overseeing a process or team (A, I)
Other	• Commitment to and awareness of the importance of data quality and confidentiality. (A, I) • Commitment to collaborative working and the ability to work with colleagues across the institution. (A, I) • Commitment to the provision of an excellent customer service and a genuine enthusiasm for working within programme administration. (A, I) • Strong focus on attention to detail and high-quality output. (A, I) • Resilient and flexible. (A, I)	

Completed By: A Chesswas

Date: 20/06/2024