

Job Description

Job title	Programmes Assistant
Department	Computer Science
Grade	FA4

Job purpose (a brief summary of the role)	Responsible for the provision of comprehensive administrative support to the undergraduate and shared programmes, supporting colleagues and students, on their journey from recruitment through to graduation.
Duties and responsibilities	Assisting the Taught Programmes Manager and the Programmes Administrator with the general administration of all taught programmes including: Student Support - To act as the first point of contact / reception point for all in person, telephone and email queries, providing detailed information and assistance to answer both standard and non-standard questions, investigating and resolving issues where required relating to all aspects of the student administration lifecycle from admissions through to graduation for staff and students. - To proactively contribute and assist with the preparation and delivery of student events, Welcome Week, enrolment, widening participation, social and outreach events etc. Programme Administration - Administration of the undergraduate intercalated courses within the Department of Computer Science and support administration for undergraduate, DA and PGT programmes as required. To support the Student Support Officer with missed monitoring activity and manage unrecorded records. - Operation of agreed systems, processes and procedures to support the undergraduate course provision. This will include using central systems such as Tabula, E-vision & Moodle to support the administration of teaching, learning and assessment. - To contribute to the development and ongoing review of working practices and operating procedures and to respond to changes in Department and University policies and systems and to centrally-driven initiatives that affect undergraduate and taught postgraduate student administration. General Office Administration - To undertake routine administrative tasks including booking rooms and refreshments, arranging meetings, carrying out filing and archiving, data inputting and data extraction from university databases, photocopying and the collation and distribution of documentation as required to support the administration of taught programmes. - To support the Student Engagement and Experience Coordinator with the annual production and ongoing maintenance of documentation such as student handbooks, module web pages, Moodle and Intranet pages and other forms of communication and publicity. Responsible for maintaining departmental forms (including webforms) and ensuring information gathering and processing is compliant with the University's Data Protection Policy. - To support the Department at open and offer holder days, this will include occasional weekend working. To provide supervision for occasional in-department Saturday examinations. <i>The above is not an exhaustive list of duties, the post holder will be expected to be flexible in their duties to provide support to the wider Department as required.</i>

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Strong knowledge and competency of IT software including MS Office, web-based tools and database systems (Tabula, Moodle, Sitebuilder, SITS etc) with willingness and ability to learn new systems as required.	A,B & C
E2	Excellent verbal and written communication skills, with strong interpersonal skills with the ability to build rapport and develop effective working relationships with staff and students.	A,B & C
E3	Excellent time management, organisational and judgement skills, enabling and extensive and varied workload to be prioritised and deadlines to be met.	A & C
E4	Ability to work independently as well as part of a team, communicating with colleagues and sharing work, duties and covering for absences and supporting colleagues during busy periods.	A & C
E5	Resourceful, self-motivated and proactive with the ability to work on own initiative finding solutions to problems.	A & C
E6	Trustworthy and discreet in dealing with confidential and sensitive matters.	A & C
E7	Ability to provide accurate advice and guidance to staff and students within the Department related to administrative processes or policies.	A & C
E8	Able to cope well with change and to contribute to a positive working and team environment.	A & C
E9	Meticulous attention to detail.	A & C
E10	Understanding of equal opportunity issues and a commitment to upholding the Equality Act 2010.	A & C

Desirable Criterion No.	Desirable Criterion Description	Measured by
D1	Willing to work some evenings and weekends to support Department and University events.	A
D2	Demonstrable experience of working in a student administration role.	A