Birkbeck
UNIVERSITY OF LONDON

JOB DESCRIPTION AND PERSON SPECIFICATION



JOB DESCRIPTION

Job title: Programme Administrator

Faculty or Department: Faculty of

Reports to: Programme Manager

Responsible for: NA

Grade: 4

PURPOSE OF THE JOB

You will work closely with academic staff, and other professional and support staff, and will:

- Support the delivery of modules and programmes of study, dealing effectively with relevant college processes, systems and procedures
- Deal with student queries and concerns sympathetically and effectively, in all cases following college policies and procedures to ensure a consistent and high-quality student experience
- Support student success and wellbeing
- provide administrative support to ensure the smooth running of operations
- Support the activities of the faculty.

MAIN DUTIES

- Providing advice and guidance to students, and prospective students, regarding a range of issues (including entrance requirements, option choices and combinations, examination entry and personal tutors) by various means (telephone, in person, via email, on-line etc), including at recruitment and induction events.

- Operating the College systems and processes (mainly online) for allocating students to their module choices, examinations and other areas.

- Attending and participating in relevant assessments, dealing with mitigating circumstances cases, supporting the marking and recording of all assessed work via the student records system, in collaboration with teaching staff and Registry Services.

- Contributing to the production, updating, maintenance and distribution of publicity materials (mainly online, such as Prospectus, website) and standard documentation for students and staff (mainly online, such as handbooks, Moodle or other VLE, forms, publicity material, newsletters) in the relevant format.

- Ensuring that logistical arrangements for teaching and related events (e.g. induction, dissertation, study skills etc.) are in place as required for the particular programme or other Faculty activity (e.g. accommodation, catering, technical support, access etc.).

- Processing and maintaining financial records (of purchase orders, invoices, claim forms etc) as directed by line manager and in accordance with College procedures.

- Maintaining and reporting accurately on records (student, staff, financial etc.) in various forms as directed by line manager and in accordance with College policies.

- Servicing exam and award boards, staff; student exchange meetings etc. as required.

- Maintaining supplies of routine office materials (e.g. stationery and consumables) and working with Estates & Facilities staff and engineers to maintain standard office equipment in good working order.

- Responding to enquiries from academic and administrative colleagues and external organisations, in a professional and customer focussed manner.

- Training and supervising new or temporary members of staff in the use of relevant procedures, processes and systems, including acting as mentor to such staff, as required.

- Supporting business process improvement, ongoing review and service enhancement, as agreed with your manager, in your area of work, wider Faculty and work with others across the College, as required.

- Undertake any other duties as may reasonably be expected, commensurate with the level of the post.

Please note that this job description reflects the core activities of the role and as the College and the post holder develops there will inevitably be changes in the emphasis of duties. It is expected that the post holder will recognise this and adopt a flexible approach to work and to participate in training.

WORKING RELATIONSHIPS AND CONTACTS

- Daily contact with other administrative staff, line manager, colleagues in professional service departments, academic staff and current and prospective students.
- Occasional liaison with external examiners and exam boards to ensure smooth running of boards.

DIMENSIONS

- The College has approximately 12,000 students, the majority of whom study part-time.
- The College has approximately 2000 employees.

GENERAL RESPONSIBILITIES (These are universal to all Birkbeck roles)

- To adhere to the College's Equal Opportunities policy in all activities, and to actively promote equality of opportunity wherever possible.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
- To work in accordance with Birkbeck's data protection policies, and relevant current data protection legislation.
- To undertake such other duties as may be reasonably expected.

PERSON SPECIFICATION

CANDIDATES WILL BE ABLE TO DEMONSTRATE THE FOLLOWING:	Essential/ desirable
KNOWLEDGE	
1. Good knowledge and understanding of administrative systems and office work	Essential
2. Commitment to and able to demonstrate knowledge of equality and diversity issues	Essential
TECHNICAL AND/OR WORK-BASED SKILLS	
3. Good IT skills, including use of internet, MS Office, Word and Excel, database packages and Moodle/other Virtual Learning Environments	Essential
4. Accurate keyboard and data entry skills, with numeracy skills	Essential
5. Well-developed organisation skills	Essential
GENERAL SKILLS AND ATTRIBUTES	
6. Good interpersonal skills, with the ability to work flexibly as part of a team	Essential
7. Excellent customer service skills	Essential
8. Ability to prioritise own work and manage work time	Essential
9. Willing and able to work as part of a team to deliver high quality administrative support to students and staff	Essential
10. Willingness and ability to apply policies and follow procedures	Essential
11. Proven ability to work with a high degree of accuracy in detailed work	Essential
12. Willingness to work from time to time in the evening or on the weekend, by arrangement	Essential
EXPERIENCE	
13. Proven administrative work experience	Essential

14. Proven experience of working in a customer service focussed role	Essential
QUALIFICATIONS	
15. Educated to 'A' level standard or equivalent.	Essential

FURTHER INFORMATION

Salary: £31,859 rising to £35,524 per annum.

The salary, as shown above is Grade 4 on the College's London pay scale, which includes a consolidated weighting/allowance, which applies only to staff whose normal contractual place of work is in the Greater London area.

Hours:
35 hours per week (1 FTE)

Working pattern:
Monday - Friday, 10:00am – 6:00pm - hybrid working with two days a week in the office

Probation period:
6 months

Duration of post:
Open-ended

HOW TO APPLY

Closing date:
11.59 PM on Sunday 29 November 2026

Interview arrangements:
Interview date Wednesday 9 December 2026. The selection process will involve:

- A panel interview
- A competency-based test

Start date:
As soon as possible and to be confirmed following interview.

To apply for this position please go to our online recruitment portal.

Please ensure your application includes full details of your employment history, education and qualifications, and recent development. For some roles, this will be collected in the application form, for others you will be asked to include this in a professional CV which can be uploaded.

If you would like to know more about the role, please contact at

ASYLUM AND IMMIGRATION

This post is not eligible for sponsorship. Successful applicants will need to demonstrate their right to work in the UK via another means.

HELP & ASSISTANCE

If you are having difficulties accessing the recruitment portal, please email jobs@bbk.ac.uk

OUR COMMITMENT TO EQUALITY AND DIVERSITY

The College is committed to providing the highest quality academic and working environment where all staff, students, visitors and contractors are welcomed respected and treated in a fair, consistent and non-discriminatory manner.

The College is proud of its diversity and welcomes applications from all sections of the community. No one will be treated unfairly because of their sex, race, disability, sexual orientation, age, religion or belief, carer status, political belief, pregnancy/maternity, social class, gender identity or marital/civil partnership.

Birkbeck is a member of the 'positive about disability' Disability Confident scheme and will interview all candidates who both declare a disability within the meaning of the Equality Act 2010 and meet the minimum essential criteria for the post, subject to any limits on the overall number of interviews.

Birkbeck is a member of Advance HE, holds an institutional Bronze level Athena SWAN award, is a Mindful Employers Charter signatory and subscribes to Stonewall's Diversity Champions.