



Edge Hill
University

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OF THE YEAR



Programme Administrator

Reference: EHA0681-0123
Salary: £23,144 - £24,948 per annum
Grade 4, Points 15–18
Contract Type: Permanent
Hours: Part Time (18 hours per week)
Location: Ormskirk
Accountable to: School Administration Manager
Reporting to: Senior Programme Administrator





About the Role

In this role, you will co-ordinate a wide range of administrative support, working within the School Administration Team to deliver an outstanding student experience and to meet the business needs of the School. The post will have an integrated portfolio of responsibilities which will support the full student journey from recruitment to award, together with the general business functions of the School.

You will work collaboratively with colleagues within the School Administration Team and wider Academic Team, to contribute to a cohesive and integrated team in a positive and responsive manner, maximising their own skills, knowledge and expertise and engaging in training and staff development relating to the full range of administrative tasks within their role.

This will be a varied, interesting, and challenging role, which requires excellent organisational skill, flexibility, attention to detail, and the ability to prioritise in order to meet deadlines to the required quality standards.





Duties and Responsibilities

1. Working in Partnership

Work in partnership with the School administration and academic staff teams within the School, to deliver an outstanding student experience and to meet the business needs of the School. Provide general administrative support to a range of activities required for the smooth running of the School.

2. Designated area of responsibility

Take responsibility for the administration requirements of identified programmes and students, and/or general office and executive support needs, as agreed with your line manager. You will also be expected to provide administrative support for specific Faculty-wide administrative functions. It is important to note that designated areas of responsibility will be continually reviewed as the provision within the School evolves.

3. Professional Support

Provide effective, professional support to the whole School team, students, and key stakeholders, dealing with specialist queries in an efficient, friendly and professional manner, interpreting requirements, providing advice and guidance and signposting as appropriate.

4. Range of activities and workload planning

Co-ordinate and undertake a range of activities to support the planning, operation and delivery of high-quality programmes, working without direct supervision, delegating and prioritising workload as appropriate. This may include office and executive support to meet the business needs of the school. Working closely with colleagues within the School and in liaison with central university departments, ensure that administrative arrangements comply with the university's academic cycle for each stage of the student journey. Co-ordinate arrangements and allocate tasks to others as appropriate, ensuring that the administrative functions are planned in advance and assisting administrators with their workload planning.

5. Administration processes and policy development

Co-ordinate and support the development, implementation, and ongoing evaluation of administrative processes for a range of programmes and relating to all stages of the student experience, contributing to the development and review of both existing and new policies and procedures. Additionally, contribute to the development and enhancement of processes relating to general office and executive support to meet the business needs of the School, including finance and staff support.





6. Data and records

Ensure the accurate monitoring and maintenance of student records and data within a designated area of responsibility, including collating data from internal and external records and systems and in line with any university or external regulatory body requirements. Monitor the student journey, ensuring procedures relating to trigger points are actioned efficiently in order to proactively identify any concerns relating to individual students. This may also include data relating to School financial and staffing requirements.

7. Report writing

Provide and collate data, statistical information, and outcomes of evaluation to support the production of School reports, accessing internal and external records and systems in line with any university or external regulatory body requirements. Present information professionally for consideration by internal and external audiences.

8. Quality management

In liaison with the Faculty Quality Officer, ensure that administrative procedures relating to the University's quality assurance requirements for academic programmes adhere to the guidance set out in the Quality Management Handbook and the Faculty's Annual Quality Statement.

9. Professional, regulatory, and statutory bodies

Ensure that administrative procedures meet the quality assurance requirements of Professional, Statutory and Regulatory Bodies and external agencies, so that standards are continually monitored and met.

10. External engagement

Work in partnership with external stakeholders to establish, develop and maintain excellent working relationships to facilitate future opportunities for the sharing of information and the maintenance of channels of communication. Act as an ambassador for the School, promoting its wider services to stakeholders and representing the School at meetings and events, when required. Actively seek to contribute to partnership working with external colleagues and service users.

11. Staff, student, and public information

Co-ordinate and contribute to the production of staff, student, and public information materials for your designated area of responsibility, ensuring the quality and presentation of information is consistent and in line with School and University policies.





12. Technology & Systems

Utilise appropriate information management systems and software to maximise their effectiveness in relation to your area of designated responsibility, taking a proactive approach to ensuring these remain relevant and updated.

13. Boards, committees & meetings

Organise and service designated formal boards, committees, and meetings, including the production and distribution of relevant documentation and minutes, monitoring action points to ensure completion as required by the Chair. Where relevant, participate in the School's decision-making processes, by contributing as a member of boards, committees, and meetings.

14. Training and teamwork

Provide support for training across the Faculty on systems and procedures as necessary, identifying training requirements within designated areas of responsibility. This will include cross-school liaison with administrative colleagues, sharing best practice and developing the School administration procedures in collaboration with the other schools. Provide cover and support for other associated administrative roles, as required.

15. Marketing and events

Provide support for internal and external events, relating to both the promotion of programmes and for the engagement of external stakeholders involved in the delivery of education within the school. Liaise with internal and external colleagues, ensuring effective and efficient communication systems and customer care standards are maintained.

16. Student recruitment and selection

In liaison with central university admissions and student recruitment teams, co-ordinate and support the student recruitment and selection activities relating to a designated area of responsibility, planning, and implementing the arrangements for School interview days, including liaison with all internal and external interview participants. Additionally, co-ordinate the School's arrangements and input to university Open Days.

In addition:

- As a member of the School you will be expected to demonstrate commitment to the professional behaviours set out in the Edge Hill University Staff Code of Practice. This will include a requirement to demonstrate high levels of emotional intelligence in dealing with students, customers, partners, and colleagues, adopting a solution focused approach to deal positively and proactively with complex and difficult situations for individuals.





- To support the operational and strategic development of the Information Desk, providing operational cover as required.
- Work autonomously to respond and resolve a high level of complex enquiries from students and staff including giving expert advice and support. Deal sensitively and knowledgeably with issues from students, assess the impact and severity of matters and escalate to a senior level when action needs to be taken by academic or another department, e.g. pastoral care.
- To contribute to various projects assigned by the School Administration Manager, ensuring projects are delivered in an efficient and timely manner.
- To assist with the preparations for Welcome Sunday, Open Days, Applicant Visit Days and additional events as required.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.





Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (A/S/I/T/P)
Qualifications				
1.	A Levels (Grades A-D) or equivalent, relevant professional qualification to the same level; or relevant work experience	*		A
2.	IT qualification or equivalent or experience in the use of Microsoft Office, including Word and Excel	*		A/T
Experience and Knowledge				
3.	Experience of working in an administrative, organisational role in a busy office environment	*		S
4.	Experience of servicing formal meetings and minute taking	*		S/I
5.	Experience in the use of database management, records systems, and software packages	*		S/I
6.	Experience of working in Higher Education, medical education, NHS or health sector		*	A
Abilities and Skills				
7.	Excellent communication and presentation skills both oral and written, including excellent attention to detail, which a demonstrable ability to ensure accuracy of data and documents	*		S/I
8.	Excellent organisation and prioritisation skills which enable you to work efficiently under pressure, to meet competing deadlines	*		S/I
9.	Able to work on own initiative and use creativity to resolve problems	*		S/I





		Essential	Desirable	Method of Assessment (A/S/I/T/P)
10.	Able to effectively develop, implement and evaluate systems and processes and make recommendations for change	*		S/I
11.	Able to work positively and flexibly as part of a team, with the ability to develop and maintain effective working relationships at all levels	*		S/I
12.	Pro-active, forward looking, able and willing to contribute positively to continuous improvement and change in the workplace	*		I





How to Apply

When you are ready to start the formal application process, please visit our [Current Vacancies page](#) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information, and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11:59pm on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

Application > Shortlisting > Interview > Outcome

For informal enquiries about this vacancy, please contact: Andrew Bill, Administration Manager, at billa@edgehill.ac.uk

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.

