Job Description and Person Specification

Summary

Job title:	Programme Administrator
Area:	Faculty of Health, Social Care & Medicine
Reference:	EHA1772-0625
Grade and Salary:	£25733- £27644 per annum. Grade 4, Points 15 to 18
Contract Type:	Permanent
Hours:	Full Time (36.25 hours per week)
Location:	Campus based role. Ormskirk, Lancashire, L39 4QP
Accountable to:	School Administration Manager
Reporting to:	Departmental Administration Manager

About the 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 to contribute to a cohesive team within the school structure, ensuring that school responsibilities are implemented in a positive and responsive manner, maximising your own skills, knowledge and expertise and engaging in training and staff development relating to the full range of administrative tasks within the 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. 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. 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. 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. 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. 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. 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. 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. 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. 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. 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. 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. 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. Organise and service in 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. 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. 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. 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:

1. 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.

2. To support the operational and strategic development of the Information Desk, providing operational cover as required.

3. 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.

4. To contribute to various projects assigned by the School Administration Manager, ensuring projects are delivered in an efficient and timely manner.

5. 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: adhere to all University policies and procedures; demonstrate excellent customer care; undertake appropriate learning and development; actively participate in performance review; encourage equality, diversity and inclusion; respect confidentiality; act in a sustainable manner; and proactively consider accessibility.

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.

Person Specification

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. Where a supporting statement is indicated you will be asked to provide a statement of how you meet this criterion within the application form.

Qualifications

Criteria	Essential or Desirable Criteria	Method of Assessment
A Levels (Grades A-D) or equivalent, relevant professional qualification to the same level; or relevant work experience	Essential	Application
IT qualification, ECDL or equivalent or experience in the use of Microsoft Office, including Word and Excel	Essential	Application & Test

Experience and Knowledge

Criteria	Essential or Desirable Criteria	Method of Assessment
Experience of working in an administrative, organisational role in a busy office environment	Essential	Application & Supporting Statement
Experience of servicing formal meetings and minute taking	Essential	Application, Supporting Statement & Interview
Experience in the use of database management, records systems and software packages	Essential	Application, Supporting Statement & Interview
Experience of working in Higher Education, medical education, NHS or health sector	Desirable	Application

Abilities and Skills

Criteria	Essential or Desirable Criteria	Method of Assessment
Excellent communication and presentation skills both oral and written, including excellent attention to detail, with a demonstrable ability to ensure accuracy of data and documents	Essential	Application, Supporting Statement & Interview
Excellent organisational and prioritisation skills which enable you to work efficiently under pressure, to meet competing deadlines	Essential	Application, Supporting Statement & Interview

Criteria	Essential or Desirable Criteria	Method of Assessment
Able to work on own initiative and use creativity to resolve problems	Essential	Application, Supporting Statement & Interview
Able to effectively develop, implement and evaluate systems and processes and make recommendations for change	Essential	Application, Supporting Statement & Interview
Able to work positively and flexibly as part of a team, with the ability to develop and maintain effective working relationships at all levels	Essential	Application, Supporting Statement & Interview
Pro-active, forward looking, able and willing to contribute positively to continuous improvement and change in the workplace	Essential	Application, Supporting Statement & Interview

Candidate Guidance and How to Apply

Join our team at Edge Hill University! We're looking for talented individuals to join our dedicated and supportive community and make a difference to our students. At Edge Hill we value the benefits a rich and diverse workforce brings and welcome applications from all sections of society.

Have any questions?
For informal enquiries about this vacancy, please contact Andrew Bill, Nursing and Midwifery School Admin Manager at Billa@edgehill.ac.uk

Ready To apply:
1. Go to our jobsite - https://jobs.edgehill.ac.uk/Vacancies.aspx

2. Find the role you wish to apply for.

3. Click the **"Apply Online"** button on the job advert and follow the easy steps to prepare and submit your application.

Key points:
- **Closing date:** Please refer to the advert for the closing date for this vacancy. Vacancies automatically close at 23:59pm [GMT]. Please note, that the University may on occasion close a post early if vacancies attract high volumes of applications; we therefore encourage you to prepare and submit your application in good time.

- **Next steps:** We'll contact you by email, usually within two weeks, to let you know if you have been shortlisted.

- **Shortlisting**: Information you provide on your application will be assessed against the person specification for this role. We encourage you to clearly show how you meet the requirements presented in the person specification. We encourage use of specific examples of your experience, knowledge and skills within your supporting statement(s).

- **Pre-employment checks:** Following offer, successful candidates will need to provide original proof of identity, qualifications and professional memberships, and evidence their right to work in the UK. You will also complete a pre-employment health questionnaire to support Edge Hill University make appropriate adjustments to support you in the role.

- **References:** You will be asked to provide details of two referees on your application form. References will be collected following issue of an offer of employment. Guidance on how to select your referees is provided on the

form. The University may ask you for alternative or additional referees to cover your previous three years of employment during pre-employment

- **Start date:** A start date will be arranged after pre-employment checks are completed.