

Post Details	Last Updated: 9/4/24		
Division	Chief Student Officer's Directorate		
Job Title	Programme Administrator		
Job Family	Professional Services	Job Level	2b
Responsible to	Programme Coordinator/Programme Manager		
Responsible for (Staff)	n/a		
<u>Job Purpose Statement</u>			
<p>The post holder will provide professional administrative support for the Academic Administration Team supporting students and academic staff.</p> <p>The post holder will be flexible and be able to maintain good working relationships across the University, including academic and professional services staff based within Faculties and within the CSO, such as the Exams and Graduation Team and Student Scheduling based within the Student and Academic Administration Department.</p> <p>The post holder will be responsible for a variety of tasks and processes to support the student life cycle. The role holder will demonstrate a commitment to our shared vision and service standards.</p>			
<u>Key Responsibilities</u> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)			
<ol style="list-style-type: none"> 1. To receive and process student enquiries and provide a customer facing administration service in delivering activities relating to students and staff within the University. This may include resolving issues at source or referring enquiries to other departments in the Student and Academic Administration Department. 2. To build and maintain effective working relationships with academic staff within the University and colleagues from the wider CSO Directorate. 3. To provide support to key (minute-taking, sending invitations, following up on actions) groups and committees, such as Boards of Studies and Board of Examiners 4. To acquire and maintain a sound understanding of the student records system (SITS), and other resources as necessary (eg, OneSurrey query management), updating records and accessing information to advise students and staff. 5. To apply current processes and procedures, as directed by the Programme Manager/Coordinator and in line with University regulations and policy. 6. To undertake core administrative tasks, such as the allocation of students to tutorial groups, recording module switches and coursework drop-box set-up. 7. To undertake assessment related tasks, such as mark processing, extenuating circumstance processing, and mark release. 8. To support key student events, such as welcome week and inductions, open days, invigilation, and graduation. <p>As directed by the Programme Manager/Coordinator, work in other areas within the Student and Academic Administration Department, either a temporary or permanent basis if necessary to meet the business needs.</p> <p>N.B. The above list is not exhaustive.</p>			

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

The post holder has specific responsibility for the provision of administrative services related to student administration. They will operate with appropriate supervision with regards to the day-to-day planning, organising and performance of a wide-range of administrative activities. Requirements may be subject to change at short notice, therefore the post holder will also need to be adaptable and able to re-prioritise workloads and analyse issues to find effective solutions.

Problem Solving and Decision Making

Within the scope of the role the post holder will be presented with a variety of administrative issues, where the most appropriate course of action will, on occasion, be a matter of choice, influenced by prior exposure or experience. In many other instances work actions are very well defined procedurally and the post holder is able to reference and apply established policies and procedures, in order to determine a suitable course of action/outcome. Although the role is covered by standard instructions and procedures, there may on occasion be some latitude to alter the sequence of procedures, based on varying situations encountered and in consultation with senior member of staff. The post holder may occasionally experience more unusual queries or issues, where there is no formal guidance or trouble shooting. In these cases the post holder is required to interpret past precedents and apply their judgement to determine an appropriate course of action or where resolution is not straightforward to refer the matter to a senior member of the team for guidance/resolution.

The post holder must pay particular attention to detail when operating the University's student record system (SITS) to maintain accurate records. They are responsible for providing excellent customer service to students and staff and to respond to their enquiries in a courteous and helpful manner.

This post involves no direct line management or budgetary responsibilities.

Continuous Improvement

The post holder will be expected to continuously assess current processes and then have the scope to make recommendations to their line manager to take forward. The post holder will have the opportunity to work on specific projects, implementing new processes.

Accountability

This post involves no direct line management or budgetary responsibilities, although once established the post holder will act as a point of contact and provide information for other staff members.

Dimensions of the role

The post holder will not have any direct line management or budgetary responsibilities.

Supplementary Information

In performing their duties the post holder must be aware and compliant with university regulations and show excellent attention to detail in maintaining/updating information in SITS. They are responsible for providing excellent customer service to students and staff and to respond to their enquiries in a courteous and helpful manner.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships

Vocational qualifications plus several years relevant work experience.

Or:

Learning gained through work experience of a number of years. Will include short courses and other formal training.

E

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).

**Essential/
Desirable**

**Level
1-3**

Excellent IT skills, particularly in MS Office packages, and familiarity with databases

E

3

Accuracy and attention to detail

E

3

Experience of the SITS system for student and programme administration

D

N/A

Customer Care experience or training

D

N/A

Experience of the Higher Education Sector

D

N/A

Basic awareness of the activities of the University

D

N/A

Special Requirements:

**Essential/
Desirable**

Annual Leave may be restricted at key times during the year.

E

Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.

**Level
1-3**

Communication

2

Adaptability / Flexibility

2

Customer/Client service and support

2

Managing & Developing Performance

n/a

Planning and Organising

2

Continuous Improvement

1

Problem Solving and Decision Making Skills

2

Strategic Thinking and Leadership

n/a

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

Background Information

The post is within the Student and Academic Administration Department which forms part of the Chief Student Officer's Directorate (CSO). The Directorate is responsible for a wide range of administrative and support services including student administration and experience (enrolment to graduation, including mentoring and student money advice); Health and Wellbeing (welfare, counselling, wellbeing, health); and Professional Training, Careers and Employability.

Forming part of the CSO Directorate, the Student and Academic Administration includes a range of key functions which are delivered through the following teams:

- Examinations and Awards
- Student Records and Data
- Student Scheduling

Relationships

Internal

All University Departments/Schools but notably:

- Colleagues in the Student Hub
- Academic colleagues
- Student Scheduling
- Colleagues in Student Records and Data
- Colleagues in the AQS