UNIVERSITY OF LEICESTER

Job Summary

Job Title: Programme Curriculum and Assessment Administrator
Grade: 5
Salary: £27,241 to £31,861 per annum, pro rata if part-time
Department: University of Leicester
Hours/Contract: Full-time or job share, permanent
Job Family: Management and Administration
Reference: 14023

Role Purpose

As a key member of the professional services team, the post holder will:

- Provide an excellent student facing service and administrative support for undergraduate and postgraduate taught students.
- Be responsible for specific programmes or specific programme activities, and be expected to work across all areas as required.
- Be responsible for maintaining and improving all administrative activities throughout the student lifecycle.
- Be expected to adapt to WorkSmart, the University's agile working model, working on campus and remotely based on the School's business needs.

Main Duties and Responsibilities

Programme Administration

- Be responsible for maintaining and improving all administrative activities throughout the student lifecycle, including for example responsibility for assessment, timetabling and monitoring student progression and engagement. Supporting and maintaining School's/Cluster and College Virtual Learning Environment (i.e. Blackboard).
- Manage the administration of student progression ensuring that the assessment and feedback processes are conducted in accordance with School procedures, University regulations and timescales. Where applicable, oversee the coursework submissions process including inputting marks/data into the student record system. Arrange Exam Boards and/or viva voce examinations including liaison with External Examiners as necessary.
- Take a proactive approach to ensuring that assessment submission, marking and moderation deadlines are publicised to academic colleagues with a view to meeting the University's 20 working day turnaround target. Monitor the return of marks in accordance with local processes, escalating any areas of concern and ensure that students and senior academics are informed.
- Oversee and take responsibility for the confidential maintenance of student records by ensuring decisions about engagement, mitigating circumstances claims, suspensions, withdrawals, course transfers and extensions to registrations etc. are appropriately recorded.
- Respond to and resolve queries from internal and external stakeholders.

Programme Quality Assurance and Monitoring

- Support School processes concerning the annual monitoring and development of programmes to include Curriculum Planning, module evaluation and programme review.

- Work collaboratively with staff to collect and analyse data (such as admissions data, module assessment profiles, degree profiles, and other performance indicators as required), and to support the preparation of reports for use in School and University planning and review processes.
- Service and attend committees and sub-groups as required to include preparation of agenda and minutes.
- Work with stakeholders to improve School systems and processes.
- Take responsibility for the training and the quality of work within the role and provide instruction and guidance as required.
- If supervision is required, review performance of staff, provide feedback and training and instruction when necessary.
- Other duties at the discretion of line manager commensurate with the role and in accordance with business need.

Internal and External Relationships

- Regular contact with the Student Experience Manager, Curriculum and Assessment Manager, Student Engagement team and various administrative and academic staff within the School/College.
- Regular contact with colleagues across the University (i.e. Admissions, Student Records, Doctoral College, Timetabling, Education Quality, Enhancement and Development and Research Enterprise and Development) as required.
- Regular interaction with UG and PGT students.

  Contact with External Examiners, external visitors and prospective students.

  Maintain a network of contacts across the institution, drawing on support and advice from others to resolve problems or improve delivery where possible.

Planning and Organising

- Plan own work in advance and contribute to School/Cluster/College planning activities.
- Provide support and cover for other administrative staff to ensure a range of activities and schedules are delivered according to agreed deadlines e.g. induction, assessment periods

Qualifications, Knowledge and Experience

Essential

- Educated to A level standard or equivalent, plus work experience in a relevant role or substantial relevant work experience in comparable setting.*
- Demonstrate use of managing a complex record system*
- Experience of using initiative and judgement to resolve issues*
- Understanding of Data Protection and an ability to sensitively deal with confidential issues.

Desirable

- Knowledge of current issues and trends relating to the University of Leicester and HE environment.
- Working knowledge of relevant University systems e.g. SAP, SITS, Smarter Purchasing.
- Experience of working within a continuous improvement culture.
- Experience of delegating work to others and monitoring work to ensure it is completed to standard and within timescales.
- Experience of supporting a digital learning and teaching environment.

Skills, Abilities and Competencies

Essential

- Effective communication skills, both written* and verbal, report writing skills, and ability to communicate with staff and students at all levels
- Excellent customer service skills, with experience of responding efficiently and effectively to all types of enquiries
- Ability to understand regulations and policies and interpret these into appropriate advice and guidance.
- Ability to adapt to change and work under pressure
- Excellent IT skills and knowledge including use of Microsoft Office package.
- Excellent team working skills with the ability to work collaboratively and co-operatively with colleagues.
- Ability to analyse, present and draw conclusions from straightforward information. Pro-actively contribute to the resolution of problems and the improvement of systems and processes.
- Flexible and positive approach to work with experience of adapting own skills to new circumstances.
- A proactive approach towards workload, with the ability to multi-task and complete tasks promptly, accurately and with attention to detail.
- Self-motivated, with ability to generate own work and work on own initiative.
- Confident and professional manner and ability to act with discretion and diplomacy.
- Strong organisational skills.

Desirable

- An active interest in the Higher Education sector/environment.

Criteria to be used in shortlisting candidates for interview

Criminal Declaration

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If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

Athena Swan Silver Award
Race Equality Charter Bronze Award
disability confident LEADER
LGBT+ 2020 - 2021 AWARDEE ORGANISATION
Stonewall DIVERSITY CHAMPIONS