

**ROLE DESCRIPTION AND PERSON SPECIFICATION
PROFESSIONAL AND ADMINISTRATIVE STAFF**

Role Title: Programme Administrator

School: Design

Pay Band: A

Reports to: Deputy Dean

Purpose of Role:

Under the overall supervision of the Deputy Dean, to work closely with the Programme Directors and their Course Leaders in undertaking a range of administrative functions, contributing more widely to the continuous improvement of processes and procedures associated with the delivery of the academic programmes.

Role Responsibilities:

Programme and Course Administration

- Support the Course Teams in the organisation of open days, recruitment events, and interviews;
- Assist the Course Teams with the organisation and delivery of enrolment sessions;
- Use the student database to ensure efficient and accurate input of student-related data
- Work with Registry on the effective preparation of student/course related statistical data and returns
- Input Project Briefs onto Ravensbourne's VLE in an accurate and timely manner
- Receive submitted projects and other work from students (other than that submitted via Moodle) prior to review and assessment by Course Teams, and make arrangements for their storage and return after assessment
- Prepare relevant information required for examination boards, including the timely collation and accurate input of marks into the student's record,
- Work with Quality, Registry, Tier 4 Compliance and Student Services to support the effective implementation of Ravensbourne's Attendance Policy
- Assist Course Teams in ensuring that course information is up to date on Ravensbourne's VLE

Staffing administration

- Liaise with Human Resources on matters relating to sessional staff including contracts, records of and claims for hours worked; enabling access to the building, teaching space and equipment; and ensuring effective communication.

Financial and Procurement administration

- Ensure compliance with relevant agreed Finance processes and procedures, including effective procurement of goods and services; and reconciliation of financial reports

Organisation

- Support the arrangements of events, trips and meetings in support of course delivery
- Support student liaison committee meetings (scheduling dates, preparation and circulation of papers, attendance and minuting of meetings)
- Maintain key calendars
- Schedule ad-hoc meetings and appointments
- Contribute to the organisation and delivery of workshops and conferences.

Enquiries

- Act as a first point of contact for and about students and staff in the relevant programme area, providing a professional response to all enquiries.

Other

- Demonstrate understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role.
- Work within Ravensbourne's Code of Conduct and other Rules
- Comply with all legislative, regulatory and policy requirements (e.g. Finance, HR) as appropriate
- Carry out the policies, procedures and practices of Health & Safety in all aspects of the role
- Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne's work, and show commitment through everyday practice in the role
- Work in accordance with, and promote Ravensbourne's environmental sustainability policy and practices
- Work continuously to improve individual knowledge, skills and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness
- Perform such other duties consistent with the role as may from time to time be

assigned, collaborating fully with others to get the work done and Ravensbourne's objectives achieved
Key working relationships (i.e. titles of roles, both internally and externally, with which this role holder interacts on a regular basis): Deputy Dean. Programme and Associate Programme Directors, Course Leaders and academic staff; External Relations; Registry, Student Services, Quality, HR.
Resources Managed Budgets: n/a Staff: n/a Other (e.g. equipment; space) n/a

Person Specification (Knowledge, Skills and Behaviours)	Essential	Desirable
<p><u>Core Personal Skills</u></p> <p>Minimum Qualification Required :</p> <p>An undergraduate degree or equivalent professional qualification in a relevant subject</p>		✓
<p>Customer focus and service</p> <p>Understands the relationship between provider and customer, and the expectations of the recipient of a service. Is able to identify all such relationships in which they are involved, and with an attitude of mind that places the needs of the customer first, provides a service that fully satisfies them.</p>	✓	
<p>Enterprise and support for Income generation</p> <p>Understands the critical importance of income generation, in particular from student recruitment, and is alert to the opportunities for increasing income from existing or new sources, taking action as necessary.</p>		✓
<p>Team working</p> <p>Works collaboratively and harmoniously within the team and more widely with all significant others to get the job done, to the satisfaction of all those involved.</p>	✓	
<p>Communicating and relating to others</p> <p>Communicates clearly orally and in writing, and in relating to others builds and maintains effective relationships openly and honestly, using every medium appropriately and with consideration for the audience, so that the messages (both ways) are understood and able to be acted upon.</p>	✓	
<p>Organising work</p> <p>Organises work for optimum effectiveness, using all the resources, tools and methods available, so that the objectives of the role, team and organisation are met.</p>	✓	
<p>Using IT</p> <p>Makes optimum use of appropriate digital technology and IT systems in all aspects of the role, particularly the ability to operate in a Virtual Learning Environment and to create, spreadsheets, databases, online forms and web pages as required</p>	✓	

Person Specification (Knowledge, Skills and Behaviours)	Essential	Desirable
<p>Problem solving and decision making Anticipates problems or issues and deals with them creatively and constructively, reaching a rational decision for dealing with the problem or issue; one that is capable of practical implementation</p>	✓	
<p>Future focussed and change-ready Understands their current position in the broader environmental context and is receptive to, and open-minded about change, enabling them to respond positively and creatively to changing circumstances and requirements.</p>	✓	
<p>Numeracy and Statistics Understands, uses and presents numerical information clearly and accurately, according to the requirements of the task in hand.</p>	✓	
<p><u>Professional and Administrative knowledge and know-how</u></p> <p>Service Knowledge and its application Maintains, develops and applies comprehensive knowledge of all aspects of the service in ways that are proportional to Ravensbourne's nature, scale and complexity, and keeps that knowledge and its application up to date and relevant</p>	✓	
<p>Professional context Develops and maintains an understanding of how developments in the professional, legal, regulatory and educational contexts impact upon own role specifically, and Ravensbourne more generally</p>	✓	
<p><u>Professional and Administrative service delivery, systems and processes</u></p> <p>Delivering the service Delivers the service, or that part of it as specified in the role description, to the standards required, and contributes to its continuous improvement</p>	✓	