



## 1. Job Specifics

Job Title:	Programme Support Administrator
Reports to:	Programme Support Coordinator
Location:	London
Division:	QA Higher Education (QAHE)
Department:	Operations

## 2. About the role

Role Purpose	<p>As a member of the Programme Support team in London, the post-holder will support the delivery of effective and efficient academic administrative support and guidance to all London programmes. The post-holder will work alongside a small team and take part in activities for a set number of programmes at Northumbria University London Campus. Work varies according to the academic cycle – example activities include assessment management, the provision of regulatory advice and examination board support. A key part of the role is the development of expert knowledge of University regulations that apply, along with the development of effective working relationships with key academic staff and the collaborative venture team based at the main campus. The post-holder will work as part of a wider London Support Team and some rotation of roles within the team is expected. Close alignment with the student support needs is essential through the provision of key services and interactions with the Student Support Services team, and will consist of seamless access to a range of information, advice and guidance services which will be supported by systems such as E:Vision SITs. The post-holder will be responsible for the delivery and continuous improvement of a comprehensive advice and support for all London programmes. The ability to manage workload and understand administrative processes and procedures are key requirements of the post.</p>
Duties & Key Responsibilities	<ul style="list-style-type: none"><li>• Provide guidance and advice to academic staff on the application of Northumbria University's</li></ul>

	<p>procedures (ARTA regulations) for a designated portfolio of programmes.</p> <ul style="list-style-type: none"> <li>• Support for assessment boards including preparation such as distribution of MCRF forms and Sample Approval forms, marks entry and communicating student awards and progressions.</li> <li>• Supporting academic misconduct meetings.</li> <li>• Support for student staff programme committees and the facilitation of good practice in the programme.</li> <li>• Assessment monitoring including invigilation, arranging exam paperwork and exam-packs</li> <li>• Support our collaborative venture support team at the main campus</li> <li>• Supporting Programme Support Coordinator with the annual review, timeline and amendments of the Operations Manual</li> <li>• Liaising with London Programme Leaders to ensure Programme Handbooks are up to date at the start of the year and new intakes</li> <li>• Manage the RG London Programme Support mailbox and resolve straight forward queries (e.g. blackboard issues, student record issues) and pass on or receive guidance from Faculty Coordinator for more complex queries</li> <li>• Manage database and other records in support of these activities.</li> <li>• Liaising and communicating with colleagues in other faculties and services.</li> <li>• Ensure Northumbria protocols for Academic Support are consistently applied to comply with relevant standards.</li> <li>• Work with London Support colleagues and contribute to the wider activity of the London Team as required.</li> <li>• Develop and maintain a thorough working knowledge and understanding of University regulations and provide advice to colleagues on their application.</li> <li>• Support the Programme Support Coordinator in maintaining and developing administrative systems, practice and procedures to ensure high quality delivery of all taught programmes.</li> <li>• To support the Visa Compliance Audit; ensuring all deadlines are met within a timely manner</li> <li>• To support, communicate and process Change of Circumstances request; including pause in study, withdrawals and course transfers</li> <li>• To support the student enrolment process whilst working closely with various divisions</li> </ul>
KPIs & SLAs	<ul style="list-style-type: none"> <li>• Maintenance of accurate and up to date data</li> <li>• Timely release of documents to students and dealing with student queries in a timely and professional manner</li> <li>• Communication skills/customer service – ensuring students queries are handled in an open and professional manner</li> </ul>

	<p>Team Performance –</p> <ul style="list-style-type: none"> <li>• Supporting colleagues and working as part of a team</li> <li>• To support the weekend and evening service delivery as and when required</li> </ul>
Key Working Relationships	<p>Internal</p> <ul style="list-style-type: none"> <li>• To collaborate with all staff within QAHE and counterparts at the University</li> <li>• To deliver to agreed timescales</li> </ul> <p>External</p> <ul style="list-style-type: none"> <li>• Communicate in a friendly and professional way with all students and prospective students</li> <li>• Build and maintain good working relationships with all internal colleagues.</li> <li>• Communicate professionally with all visitors</li> <li>• Build strong relations with other NU staff and representatives as appropriate including NU teaching and support staff working from the London campus.</li> </ul>

### 3. About You

Skills & Abilities	<ul style="list-style-type: none"> <li>• To collaborate with all staff within QAHE and counterparts at the University</li> <li>• To deliver to agreed timescales</li> <li>• Team player</li> <li>• Flexible and adaptable to change</li> <li>• Well organised and methodical</li> <li>• Ability to plan and organise resources effectively.</li> <li>• Commitment to delivering excellent customer service</li> <li>• Ability to develop and maintain good working relationships with colleagues across the Service and University and with external stakeholders where relevant</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Previous experience at working with a University, including working knowledge of academic registry and programme support functions</li> <li>• Working knowledge of the activities of other areas of the University relevant to the role.</li> <li>• Experience of planning and organising the activities of self and/or others.</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience of working with relevant specialised processes, systems and procedures.</li> <li>• Experience of working independently and dealing with unforeseen problems and circumstances.</li> <li>• Experience of contributing to the development of current working methods</li> <li>• Demonstrable success in building good relationships with key internal and external parties.</li> <li>• Experience of multi-tasking and delivery to agreed timescale</li> <li>• Experience working with international students and home students</li> <li>• Experience using E:vision SITS or similar student records management systems</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• The ability to operate well within a team environment.</li> <li>• Understanding of the types of student support that are required by students in higher education – particularly the types of support provided by the Student Support and Wellbeing teams at Northumbria University.</li> <li>• Knowledge of relevant systems, equipment, processes and procedures – including standard software packages (for example, Microsoft Office) and student data systems (for example, E:Vision SITS, ALMA, LibApps, and/or case management systems, etc.).</li> </ul>
Personal Attributes & Other Requirements	<p>Must be able to make good timely decisions and be accountable for them.</p> <p>Strong prioritisation and time management skills.</p> <p>Must apply a consistent approach and make consistent decisions based on guidelines and procedures.</p> <p>To provide a high level of administrative and face-to-face support to staff and students based at the NUL campus aligned to the University's processes and regulations. This will require undertaking the duties of the Ask4Help and Programme Support.</p>

## 4. About QA

About Us	<p>QA is one of the largest learning services organisations in the UK, developing skills and capabilities for everyone from apprentices to business leaders. Headquartered in London, but with a nationwide network of state-of-the-art training centres, QA Group is comprised of four fast-growing divisions- QA Learning, QA Apprenticeships, QA Consulting and QA Higher Education- all of which deliver innovative and cutting edge skills solutions to UK organisations.</p>
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	<p>At QA, we are proud to help people and businesses transform their performance through learning; we offer a complete range of business and IT training. With training centres throughout the UK, QA delivers an exceptionally broad training curriculum to meet the needs of individuals and corporate businesses. Our award-winning teams of learning professionals are amongst the best in the world, each with extensive experience and a proven track record of delivering the skills that transform performance and ensure lasting benefits.</p>
<p>The Division You'll Be Working In</p>	<p>QAHE: QAHE is a private UK higher education provider working in partnership with universities, colleges and education specialists in the UK to recruit, market and deliver a range of programmes from foundation level, to undergraduate and postgraduate degrees. We partner with the following institutions in the UK:</p> <ul style="list-style-type: none"> <li>• <a href="#">Northumbria University</a></li> <li>• <a href="#">Ulster University</a></li> <li>• <a href="#">University of Roehampton</a></li> </ul> <p>We currently teach over 2,000 students from all over the world, graduating over 800 students in 2016 and providing over 25,000 hours of teaching per year across five UK locations.</p>
<p>QA Values</p>	<ul style="list-style-type: none"> <li>• Integrity - We will: Be open and honest. Have trust and respect for each other. Act in the best interests of the whole business. Share knowledge and experience.</li> <li>• Commitment – We will: Deliver our obligations to clients and colleagues. Take individual responsibility and be proactive in delivering what we promise. Champion equality, diversity and inclusion. Support our communities and protect the environment.</li> <li>• Service – We will: Understand our clients and exceed their expectations. Provide exceptional value. Deliver the highest quality service. Strive to continually improve and enhance our services.</li> </ul>
<p>Benefits Offered With This Role</p>	<ul style="list-style-type: none"> <li>• 25 days holiday (rising to 28 days after 5 years) – with the ability to buy more holiday days</li> <li>• Pension scheme – we will contribute a % of your basic salary</li> <li>• Life Assurance (4x your basic salary)</li> <li>• 2 days paid Charity Days – QA will also double any sponsorship money raised up to £250</li> <li>• 3 additional training days to focus on things you're interested in</li> <li>• Season ticket loan</li> <li>• Cycle to work scheme</li> <li>• Group Income Protection</li> <li>• Voluntary Private Medical Insurance</li> <li>• Childcare Vouchers</li> </ul>

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