



**JOB**

**DESCRIPTION**

1. JOB SPECIFICS	
Job Title:	Programme Support Administrator
Reports to:	Programme Support Coordinator
Location:	London Liverpool Street
Department:	QA Higher Education (QAHE)

2. ABOUT THE ROLE	
What you'll be doing?	As a member of the Programme Support team in London, you 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.
Key Responsibilities	<ul style="list-style-type: none"> <li>• Provide guidance and advice to academic staff on the application of Northumbria University's procedures (ARTA regulations) for a designated portfolio of programmes.</li> <li>• Support for progression and awards boards including preparation prior to the board and communicating student awards and progressions post board.</li> <li>• Supporting academic misconduct meetings.</li> <li>• Support for Student-Staff Programme Committee meetings and the facilitation of good practice in the programme.</li> <li>• Assessment monitoring including invigilation, arranging exam paperwork and exam-packs</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 London Programme Support mailbox and resolve queries.</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> <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>• Ensure administrative staff record and disseminate accurate and current information regarding students with support needs following notification from the Student Progress Team and Student Welfare Team.</li> </ul>

	<ul style="list-style-type: none"> <li>• Work collaboratively with the London Student Progress team, Ask4Help team and wider university support team to ensure students are supported through their studies</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><b>Team Performance</b></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><b>Internal</b></p> <ul style="list-style-type: none"> <li>• To collaborate with all staff within QAHE and counterparts at the University</li> <li>• Team player</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• Communicate in a friendly and professional way with all students and prospective students.</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>
Your 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>• Experience of planning and organising the activities of self and/or others.</li> <li>• Experience of working independently and dealing with challenges</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</li> </ul>

	<p>students</p> <ul style="list-style-type: none"> <li>• Experience using e:Vision SITS or similar student records management systems</li> </ul>
Your Knowledge	<ul style="list-style-type: none"> <li>• Understanding of the types of student/programme support that are required – particularly the types of support provided by the Programme Support and registry teams.</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, CRM, and/or case management systems).</li> </ul>
What you'll bring to QA	<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 Programme Support Team .</p>

4. ABOUT QA	
About us	<p>We shape the next generation of technologists, leaders and innovators . By powering potential – the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.</p> <p><b>Why we do learning</b> For over 30 years, we’ve worked in technology – where the impact of great learning is changing the world.</p> <p>A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries – they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.</p> <p>Driving this revolution? People. And this is where we come in.</p> <p>People advancing their knowledge in technology – to enrich society – build a new culture – better how we live our lives, and how we work together.</p> <p>People are learning to use technology to drive phenomenal change. This is our passion – powering their potential.</p> <p><b>The Division You’ll Be Working In</b> 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>• Northumbria University</li> <li>• Ulster University</li> <li>• University of Roehampton</li> <li>• Middlesex University</li> <li>• Solent University</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>
We promise to be	<p><b>Bold</b></p> <ul style="list-style-type: none"> <li>○ Ambition is great. We set ambitious targets – holding ourselves and others to ever-higher standards.</li> <li>○ We contribute (insightfully) to the debate inside and outside QA.</li> <li>○ We move. Quickly. We respond to your needs – fast.</li> </ul> <p><b>Collaborative</b></p> <ul style="list-style-type: none"> <li>○ We spend time getting to know you – our learners and our customers – to earn your trust.</li> <li>○ We connect a solution to your problem – we have tonnes of different services to help you.</li> <li>○ We’re the positive person who actively gets stuck in to solving problems.</li> </ul> <p><b>Progressive</b></p>

	<ul style="list-style-type: none"> <li>○ We embrace change – and support it.</li> <li>○ We challenge ourselves to use the latest technologies and methods – no matter how out there.</li> <li>○ We’re curious – about what you do, about what the person next to you does, about our customers and our learners.</li> </ul>
<p>What’s on offer?</p>	<p>Learning is not just a service we provide , it’s a way of life at QA , and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 <b>Training Days</b> every year, to focus on subjects they’re interested in.</p> <p>We also know that many people like to “give back” and so we offer 2 paid <b>Charity Days</b> each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising , QA will also double any sponsorship money raised , up to £250 . This is over and above the charitable activities that we encourage through our annual QA fundraising drives – you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.</p> <p>We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous 25 days’ holiday per annum (rising to 28 days after 5 years) – with the option to buy more if you wish.</p> <p>It’s important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution pension plan and will match your contributions up to a maximum of 4% of your basic salary.</p> <p>Then there are two of our core benefit offerings, not the most exciting, but we consider it important to ensure everyone has the peace of mind provided by Life Assurance (4x your basic salary) and Permanent Health Insurance (after a qualifying period) in the event that ill health , or worse, disrupts our plans.</p> <p>And finally, a few fringe benefits to assist with travel and lifestyle choices:</p> <ul style="list-style-type: none"> <li>○ Season ticket loan</li> <li>○ Corporate gym membership</li> <li>○ Cycle to work scheme</li> </ul>