Job Description – Programme Administrator / Curriculum Assistant

Reports to: Programme Manager
Grade 5
Full time, based in Milton Keynes
Fixed Term Contract Until: 30 September 2021

Key Responsibilities

Programme Administrator (50%)

(a) Provide full personal secretarial support to the Teaching Director and Programme Manager; ensuring that all contacts and correspondence are dealt with in a speedy and efficient manner.

(b) Act as the first point of contact for the Programme Office in dealing with members of staff and external organisations, using initiative, judgement and tact in dealing with highly confidential information.

(c) Manage the Director’s and Programme Manager’s time by the efficient use of electronic diary and appointment systems.

(d) Arrange meetings, seminars, Board of Studies meetings and workshops; establishing and maintaining databases.

(e) Administer formal and informal meetings, including distributing agenda and papers, writing and producing minutes and action notes.

(f) Administer the VOICE customer database, directing service requests to appropriate members of staff.

(g) Process credit transfer documentation on behalf of the programme; check a number of generic mail-boxes and draft replies.

(h) Create and maintain filing systems, ensuring the rapid retrieval of all relevant information; maintain programme documentation on the intranet and sharepoint sites.

(i) Organise travel arrangements both in the UK and abroad, booking accommodation and producing itineraries.

Curriculum Assistant (50%)

(a) Support the relevant Qualifications Manager and academic team members in the development and delivery of curriculum particularly in respect of the development of module materials and web sites.
(b) Support the management of copyright applications, copyright records and associated costs for their allocated modules.

(c) Organise relevant qualification, module team meetings, and other events such as workshops and staff development events as required including mailings, facilities organisation, catering etc. plus where appropriate, attend meetings, take minutes and generally facilitate the meeting as required.

(d) Assist with the maintenance of all expenditure charged to module budgets on a day-to-day basis including use of the university financial systems.

(e) Be the first point of contact for internal and external queries on allocated modules using the University’s customer relationship management software including assisting with updating faculty / University systems and liaising with module team and professional support staff as required.

(f) Take responsibility for the secure storage of all assessment material on allocated modules in accordance with University regulations.

(g) Maintain project related documents and information in accordance with University and Faculty policies and procedures.

(h) Be an adaptable and responsive member of the team undertaking a variety of administrative and clerical duties as directed by their line manager, relevant Programme Manager or Head of Curriculum Management as required.

Skills and Experience

Essential
- Good general secondary education at least to A-level or equivalent.
- Evidence of successful experience in a secretarial, clerical or administrative role.
- Excellent IT skills, including the ability to use Microsoft applications, particularly Word, Excel, Outlook; and experience of using databases, spreadsheets and templates.
- Ability to plan and organise own work efficiently and to work pro-actively, co-operatively and responsively.
- Experience of working effectively in a team and being supportive to team members, using tact and discretion when necessary.
- Experience of working on multiple tasks and an ability to keep track of progress, using own initiative.
- Good interpersonal skills with experience of building relationships.
- Good verbal and written communication skills.
- Ability to work flexibly and in an adaptable way, sometimes under pressure.
- Commitment to equal opportunities policies and practices.

Desirable
- Knowledge of the higher education environment and student markets.
- Ability to understand financial records.
- Knowledge of data protection issues.