Job Description – Programme Assistant

About the Role
The role holder will support the administration of the professional programmes within WELS providing administrative and organisational support to ensure the efficient day-to-day management of information, activity and events within the department. The role will also support students through our complex admissions processes and allowing students to be registered onto the restricted programmes.

Key Responsibilities

• Responsible for setting up meetings/events with internal and external stakeholders; prepare and distribute meeting papers; organise catering, travel and accommodation arrangements for internal and external stakeholders as required;

• support the recruitment and selection and other programme-related activities of colleagues based across all nations;

• liaise on behalf of department colleagues, with internal and external stakeholders, including senior contacts to progress the work of the department;

• support maintenance and updating of external partner details using a range of different IT applications, including Microsoft Office products, university systems and the department’s student work-based learning database;

• responsible for taking minutes at internal, external meetings and events;

• support the distribution of confidential reports to external stakeholders, and schedule reporting timetable, liaising with colleagues to ensure accuracy of content;

• undertake any other duties reasonably required as within the nature of the duties and responsibilities of the role.

Skills and Experience

• Excellent oral and written communication skills with a high level of accuracy and attention to detail and the ability to tailor communications depending on the audience;

• Proven computer literacy including the ability to use Microsoft packages (Word, Outlook and Excel) proficiently;
• Excellent organisational skills, including experience of supporting meetings and events;

• Proven ability to manage competing deadlines and to prioritise work effectively, taking ownership of tasks and ensuring these are completed to schedule and agreed standards;

• Ability to work effectively both independently and co-operatively as part of a team, towards a common goal;

• Experience of dealing with sensitive information in a professional manner, demonstrating discretion and confidentiality.