

## Job Description

# Senior Executive Education Administrator Programme Administration (Executive Education)

## Registry and Student Administration



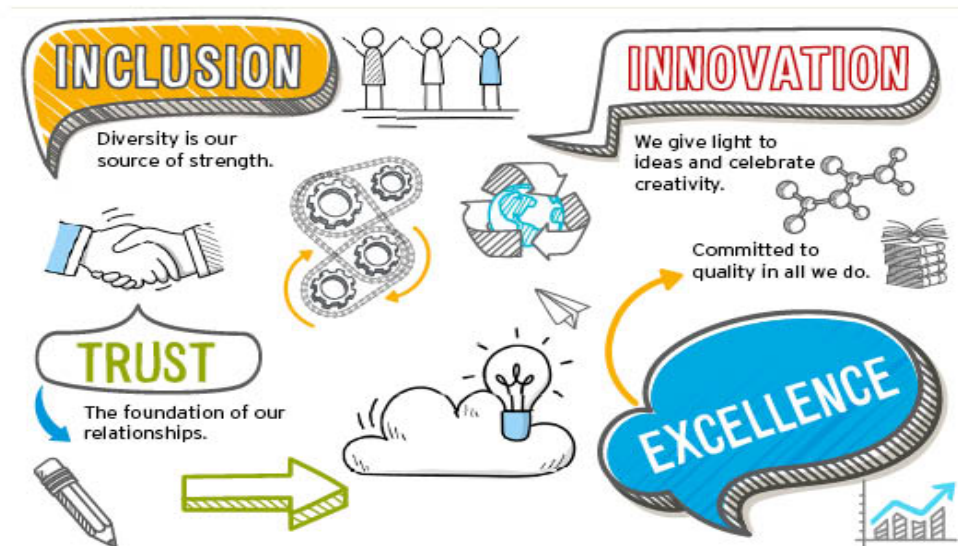
## Brief summary of the role

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|-------------------------|--|
| Role title:             | Senior Executive Education Administrator       |
| Grade:                  | 5  |
| Faculty or Directorate: | Registry and Student Administration            |
| Service or Department:  | Programme Administration (Executive Education) |
| Location:               | Main University Campus                         |
| Reports to:             | Executive Education Co-ordinator               |
| Responsible for:        | N/A  |
| Work pattern:           | 25 hours per week (Monday to Friday)           |

## About the University of Bradford

### Values

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion part of everything we do – from how we build our curriculum to how we build our workforce. It is the responsibility of every employee to uphold the university values.



### Equality, Diversity, and Inclusion (EDI)

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion at the heart of everything we do.

We foster a work environment that's inclusive as well as diverse, where staff can be themselves and have the support and adjustments to be successful within their role.

We are dedicated to promoting equality and inclusivity throughout the university and have established several networks where individuals can find support and safe places fostering a sense of belonging and acceptance. We are committed to several equality charters such as Athena Swan, Race Equality Charter, Disability Confident and Stonewall University Champions Programme..

## Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

It is the responsibility of all employees that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students.

All colleagues will need to ensure you are familiar with any relevant Health and Safety policies and procedures, seeking advice from the Central University Health and Safety team as appropriate.

We are registered members of the University Mental Health Charter. This visibly demonstrates our commitment to achieving cultural change in student and staff mental health and wellbeing across the whole university, whilst supporting the vision of our People Strategy to create a culture and environment of transformational diversity, inclusion and social mobility, creating a place where our values come to life and are evident in our approach.

## Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

All employees must always adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security.

Employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

## Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974.

All employees of the University who have contact with children, young people, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and Safeguarding Vulnerable Groups Act 2006.

The University is committed to protect and safeguard children, young people and Vulnerable Adults.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

## Role holder: essential and desirable attributes

### Qualifications

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| <b>Essential</b> | <ul style="list-style-type: none"> <li>• GCSE English and Maths at level 4/Grade C or above, or equivalent qualifications</li> </ul>                  |
| <b>Desirable</b> | <ul style="list-style-type: none"> <li>• ECDL level 1 or other equivalent IT qualifications</li> <li>• Membership of the AUA or equivalent</li> </ul> |

### Experience, skills, and knowledge

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| <b>Essential</b> | <ul style="list-style-type: none"> <li>• Experience of effective working in a busy and varied administrative role, balancing multiple competing priorities and deadlines with minimum supervision</li> <li>• Experience of providing excellent customer care and service delivery to a range of stakeholders, and the ability to implement in practice</li> <li>• Ability to interact with a range of stakeholders including some at senior level</li> <li>• Experience of using a variety of IT packages to a high standard, including excel spreadsheets</li> <li>• Experience of using complex databases, such as a student record system</li> <li>• Experience of balancing competing priorities while working to deadlines</li> </ul> |
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|                  | <ul style="list-style-type: none"> <li>• Ability to supervise and co-ordinate staff across multiple workloads and tasks</li> <li>• Ability to maintain, analyse and present complex information</li> <li>• Knowledge and understanding of regulations for protecting personal data (GDPR)</li> <li>• Excellent interpersonal skills and the ability to work as part of a team as well as an ability to work independently, show initiative and exercise sound judgement</li> <li>• Excellent written and verbal communication skills</li> <li>• Ability to understand and work to a range of established procedures and regulations</li> <li>• Experience of taking minutes and providing information at meetings</li> </ul> |
| <b>Desirable</b> | <ul style="list-style-type: none"> <li>• Experience of working in Higher Education</li> <li>• Experience of using SITS (Tribal) the student information system</li> <li>• Experience of managing financial information</li> <li>• Experience of providing administration support to apprenticeship programmes</li> </ul>   |

Personal attributes

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| <b>Essential</b> | <ul style="list-style-type: none"> <li>• Commitment to delivering an excellent student experience</li> <li>• Excellent time management and organization skills</li> </ul> |
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|                  | <ul style="list-style-type: none"> <li>• High level of accuracy and attention to detail</li> <li>• Discretion, sensitivity and understanding of confidentiality</li> <li>• Commitment to continuing personal and professional development</li> <li>• Commitment to Equality, Diversity and Inclusion in the workplace and in service delivery</li> <li>• Flexible, resilient and able to deal with changing demands and priorities</li> </ul> |
| <b>Desirable</b> | <ul style="list-style-type: none"> <li>• Experience of working collaboratively with internal and external stakeholders</li> </ul>   |



## Main purpose of the role

- To assist the Executive Education Co-ordinator with the development of an efficient, effective and confidential administrative service leading on student assessment administration, degree apprenticeship compliance and short course delivery. The post holder is expected to exercise personal responsibility, judgement and initiative within overall defined limits with minimum supervision.
- To act as a key point of contact for students, staff and external stakeholders, delivering an excellent customer service by ensuring that issues and enquiries are dealt with efficiently and fairly, and in a timely manner liaising with colleagues across the department and institution as appropriate,
- To be responsible for carrying out a broad range of administrative processes to support the delivery of all aspects of the students journey for a designated portfolio of executive education and distance learning programmes.

## Main duties and responsibilities

1. To act as a key point of contact for students, staff and external stakeholders related to a designated programme portfolio, responding to enquiries and addressing complaints. To provide administrative support, information and advice in a professional and timely manner.
2. To carry out a broad range of administrative processes supporting the delivery of all aspects of the student journey, including enrolment, recognition of prior learning, module selection, attendance monitoring, change of circumstances, assessments, confirmation of marks and awards, and apprenticeship end point assessments.
3. To maintain an administrative overview of student progression, from initial enquiry to programme completion, and maintain accurate and up to date records on the student record system (SITS) and other associated systems.
4. Together with academic colleagues, instigate and follow-up appropriate interventions for students where required, including monitoring and analysing student attendance and engagement and taking responsibility for appropriate action. This may include referral to other professional services teams within the university to ensure students receive appropriate professional support and advice.
5. Obtain a thorough understanding of all relevant university, faculty, department and external regulatory frameworks, processes and procedures, ensuring compliance with administrative processes associated with student visa regulations, degree apprenticeship provision, university programme regulations and Professional, Statutory and Regulatory Bodies (PSRB) requirements and to be responsible for identifying and resolving issues related to these.
6. To provide holistic administrative support to short courses including planning and coordinating arrangements for off-campus delivery, travel, accommodation,



venue, catering materials and temporary staffing, as well as managing transactional finances associated with programme delivery (including raising purchase orders and invoices, monitoring payments of fees and expenses and managing the tracking of expenditure to proactively escalate budget issues), though to the production of end of programme certifications and letters as required by external partners.

7. To provide administrative support for the set up and operation of the Virtual Learning Environments for delivery of teaching materials, and other programme specific software used by students, ensuring that students and academic colleagues have appropriate access.
8. Act as Committee Secretary to a number of committees associated with programme administration, apprenticeships and PSRBs, supporting the Chair to draft agendas, produce reports and circulate documentation, take and produce accurate minutes and follow up actions.
9. To manage all administrative processes associated with assessment, including assessment and examination setting, assessment submission, assessment marking and moderation, processing extenuating circumstances claims and taking follow-up action as necessary.
10. Responsible for working with relevant colleagues to coordinate and manage all administrative processes associated with confirmation of marks and awards including, coordinating and full servicing of Assessment Committees and Boards of Examiners, managing all pre and post Board of Examiner data processing including preparing committee and board reports, communicating marks and results to students aligned with regulations governing these processes and any associated follow up work.
11. To support the operation of quality assurance and enhancement processes, such as student surveys and evaluations.
12. Provide advice, guidance, training and support to administrative staff within the team, including temporary staff, to ensure team objectives are met. To act as supervisor when required and manage allocation of workload.
13. To develop and maintain strong working relationships with team members and staff at all levels of the university to ensure a joined-up student, staff and stakeholder journey.
14. Maintain high levels of confidentiality and to ensure compliance with GDPR.
15. To adjust effectively to changing situations and demands, seeing change as an opportunity and being receptive to new ideas.
16. As a university citizen supporting key student events throughout the year such as Open days, clearing, enrolment, and Graduation. (Essential for all roles).