

Job Description

Executive Education Administration Coordinator
Programme Administration (Executive Education)

Directorate of Registry and Student Administration



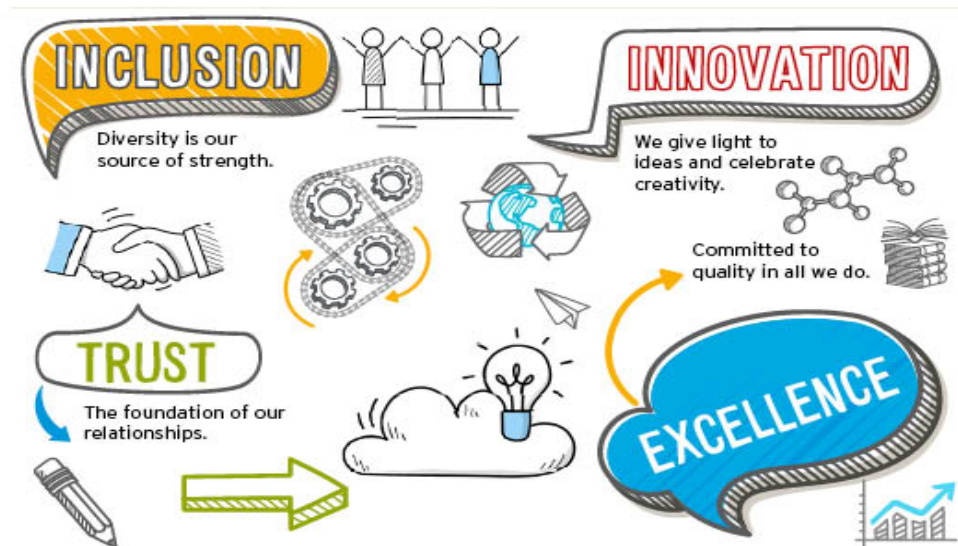
Brief summary of the role

Role title:	Executive Education Administration Coordinator
Grade:	6
Faculty or Directorate:	Directorate of Registry and Student Administration
Service or Department:	Programme Administration (Executive Education)
Location:	Main Campus
Reports to:	Executive Education Manager
Responsible for:	Executive Education Administrators
Work pattern:	Full time 36.25 hours (Monday - 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

Essential	<ul style="list-style-type: none">• A Level or HND qualification or equivalent qualification or experience
Desirable	<ul style="list-style-type: none">• ECDL or equivalent• Membership of the AUA or equivalent

Experience, skills, and knowledge

Essential	<ul style="list-style-type: none">• Experience of working in an administrative role• Experience of supervising or coordinating staff• Experience of using a variety of IT packages to a high standard, including word processing packages, spreadsheets and databases.• Experience of taking minutes and providing information at meetings• Ability to understand, interpret, disseminate and work to a range of established procedures• Ability to maintain, analyse and present information and data• Ability to prepare reports and deal with a wide range of correspondence and prepare and present appropriate responses
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	<ul style="list-style-type: none"> • Accuracy and attention to detail • Ability to prioritise and coordinate own workload, managing own time and working to set deadlines • Ability to supervise and co-ordinate a team across multiple workloads and tasks • Excellent communication and interpersonal skills, and ability to deliver exceptional customer service
Desirable	<ul style="list-style-type: none"> • Experience of working in higher education • Experience of managing staff • Experience of working in apprenticeship administration

Personal attributes

Essential	<ul style="list-style-type: none"> • Commitment to delivering an excellent student experience • Discretion, sensitivity and understanding of confidentiality • Commitment to own Continuing professional Development
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Main purpose of the role

To undertake the administrative processes associated with a student's academic programme of study from the point of enrolment through to graduation for a designated portfolio of executive education, including short courses, distance learning and apprenticeship programmes, ensuring the provision of high quality administrative support to academic staff, students and other stakeholders. Given the nature of the portfolio, the post holder will be expected to liaise with a broad range of internal and external stakeholders and to proactively ensure compliance with regulatory requirements.

To undertake line management responsibilities for Executive Education Administrators within the team.

Main duties and responsibilities

Note: The list below may vary to include other reasonable requests (as directed by university management) which do not change the general character of the job or the level of responsibility entailed

1. To coordinate a team of Executive Education Administrators to provide high quality administrative and customer services to students, academic staff and other stakeholders.
2. To organise and coordinate the key administrative and operational activities associated with the student journey and programme delivery from the point of enrolment through to graduation. This will include, but not be limited to, the following areas of work:
 - Enrolment, welcome and induction;
 - Late Arrivals · Provision of advice and support for students for on-programme issues, and appropriate referral to other services where required
 - Supporting academics in the production of programme and module handbooks and other programme related information
 - Set up of VLE and other specific programme related systems, ensuring appropriate staff and students have access
 - Programme related information on the website is accurate
 - On-programme communications to students relating to their programme of study
 - Tier 4 processes
 - Submission of student work for assessment and other administrative processes associated with assessment, such as examinations, extenuating

- circumstances, communication of student results and related follow-up work, etc
- Operation of student feedback mechanisms, such as surveys, module evaluation, staff/student liaison committees, etc
 - All Planning, Preparation, Operation and follow up work for Assessment Committees and Boards of Examiners
 - Graduation
3. To prepare and disseminate information, including regular reports and data analysis on students for Programme and Module Leaders, Personal Academic Tutors and other relevant staff for student monitoring purposes.
 4. Maintain up to date knowledge of Apprenticeships regulatory requirements, supporting the work of the Executive Education Manager, the Apprenticeships Compliance Coordinator, the Higher and Degree Apprenticeship Quality Officer and the Student Records Manager.
 5. To provide distance learning students with a high level of customer service and communication via the Virtual Learning Environment, email, instant messaging and telephone, ensuring a smooth, continuous service for students studying away from the University who may be in different time zones.
 6. To ensure that accurate, high quality and comprehensive programme and student records are maintained within the Student Record System (SITS) and other related systems.
 7. Ensure compliance with all University processes relating to student administration.
 8. To provide support to academic staff associated with programme delivery, in particular Programme and Module Leaders and Personal Academic Tutors.
 9. To ensure that Executive Education Administrators maintain an administrative overview of all students, ensuring relevant processes are adhered to, including attendance and submission monitoring.
 10. To ensure that Executive Education Administrators maintain an administrative overview of all aspects of the programme(s), and support the delivery of key programme management processes, including Annual Monitoring and Enhancement Review where required.
 11. To ensure that appropriate support is provided for Professional, Statutory and Regulatory Body activities, as required.

12. To provide first line management to staff within the team, setting objectives, allocating workloads and taking responsibility for ensuring that HR processes such as recruitment and selection, leave requests, sickness monitoring and recording and PDRs are undertaken consistently and in accordance with University requirements.
13. To provide advice and guidance to staff within the team in the operation of their duties.
14. To ensure compliance with service standards for student and academic administration, providing a quality customer service to all students, staff and other stakeholders.
15. To ensure that appropriate knowledge-sharing takes place within the team, ensuring that staff are able to provide cover for each other to maintain a continuous, high quality service.
16. To provide managerial and pastoral support to staff in other Programme Administration teams where required through absence (for any reason) of other colleagues.
17. To work closely with colleagues in other parts of the Service and other Professional Services Directorates to ensure a joined up student administrative journey.
18. As a university citizen supporting key student events throughout the year such as open days, clearing, induction and enrolment and graduation. This may involve occasional working on weekends or evenings.