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# University of Sunderland

## Role Profile

### Part 1

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#### Programme Administration Assistant

Job Title:	Programme Administration Assistant
Reference No:	BLR161
Reports to:	Programme Administration Co-ordinator
Responsible For:	n/a
Grade:	C
Working Hours:	37 per week or pro rata where appropriate
Faculty/Service:	Academic Registry
Location:	Sunderland and St Peter's Campus
Main Purpose of Role:	Proactively deliver the academic programme administration for a range of programmes on and off campus. Deliver a customer-focused, agile and professional administrative service to benefit students and other stakeholders and positively contribute to institutional reputation.

#### Key Responsibilities and Accountabilities:

##### Effective Programme Administration

- Work to the administrative calendar each year to ensure proactive administrative delivery. Give well timed feedback on any anticipated issues during the calendar draft production
- Administer, service and facilitate all assessment and committee activities in conjunction with the approach, processes and documentation as outlined
- Proactively identify opportunities for consistent approaches and processes. Suggest improvements and participate in the implementation across Programme Administration to drive and maintain a "one process" approach for all
- Proactively and regularly monitor data to ensure its integrity and accuracy (e.g. error reports, module loading etc.). Responsible for suggesting ideas for improvements
- Actively and positively participate in any improvement activity. Work with peers and to implement plans successfully
- Establish a network across peers, faculties and services to ensure implications for others in the bigger picture have been considered to enable accurate administration or minor changes
- Identify own training needs in collaboration with other peers and suggest ideas and areas of opportunity for technical and behavioural development. Actively participate in the successful delivery of the plan each year across Programme Support. Provide advice, guidance and share knowledge with less experienced team members on a day to day basis.
- Undertake cover duties to support the team in annual leave and busy periods; this may involve deputising for the D GRADE and/or working across different teams in Registry for other team members (including lower

grades). Any other duties within the scope and general nature of the grade which may be required.

#### **Lead**

- Show pride and passion in what they do. Engage others in the shared vision. Challenge negativity, value difference, diversity and inclusion and ensures fairness and opportunity for all
- Praise the achievements of others to promote positivity in the team

#### **Contribute to Culture**

- Role model a culture in and beyond the Service which promotes high professional standards, efficiency, being agile

#### **Communicate and Influence**

- Adapt style to overcome challenging or difficult conversations and to influence a positive outcome
- Role model a culture of open and inclusive communication. Adapt style to influence stakeholders and communicate effectively with stakeholders to build successful relationships and outcomes

#### **Make Effective Decisions**

- Use evidence and knowledge to support accurate decisions and advice. Carefully consider alternative options, implications and risks of decisions. Appropriately assess when to make the decision and when to defer or consult

#### **Work Together**

- Work collaboratively with other peers to develop a consistent and joined up professional offering
- Role model a culture of working together to form effective working relationships and partnerships both internally and externally

#### **Develop self and others**

- Role model a culture of continuous self-development; proactively acquire new knowledge and skills as appropriate relevant to driving the service forward. Take accountability for own learning
- Create a positive culture of knowledge sharing and confidence by positively responding to development opportunities

#### **Change and Improve**

- Play a positive and active role in changes
- Actively contribute to a culture of continuous improvement; review and suggest improvements which improve the student and stakeholder experience

#### **See the Big Picture**

- Understand how their role fits with and supports organisational objectives. Recognise the wider priorities and ensures work is in the interest of both

	<b>Deliver at Pace</b> <ul style="list-style-type: none"><li>• Role model a culture of the delivery of timely and quality results with focus and drive consistent with all functions</li></ul>
<b>Special Circumstances:</b>	



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**Part 2A: Essential and Desirable Criteria**

***Essential***

**Qualifications and Professional Memberships:**

- Educated to GCSE level (including English and Maths) or equivalent *or* relevant experience in a similar role

**Knowledge, Skills and Experience:**

- Worked in an administration environment or other professional environment (e.g. retail/call centres etc.)
- Experience of developing self
- Managing conflicting deadlines successfully
- Knowledge of a set of regulations (any) and their application
- Ability to proactively collaborate within team, wider service and beyond
- Able to adapt own communication style and tactfully challenge others positively in pressurised situations
- Is able to apply attention to detail, even when working under pressure
- Effective time management and planning own workload
- Ability to adapt positively to a new working environment when working across different teams
- Proficient in the use of IT systems

***Desirable***

**Qualifications and Professional Memberships:**

- Educated to A Level standard/Foundation degree/HND

**Knowledge, Skills and Experience:**

- Previously provided effective administration for committees and meetings
- Worked in an HEI administrative environment
- Experience of working with SITs
- Knowledge of HEI regulations and their application
- Has an evaluative approach and confidence to suggest alternative approaches
- Ability to distinguish between when to make a decision, when to defer and when not to take a decision

## Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage

### Communication

#### Oral Communication

The role holder is required to, understand and convey straightforward information in a clear and accurate manner and the role holder is required to, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others

#### Written or electronic and Visual Media Communication

The role holder is required to, understand and convey straightforward information in a clear and accurate manner and the role holder is required to, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others

### Knowledge and Experience

The role holder is required to apply working knowledge of theory and practice, sharing this knowledge with others as appropriate; demonstrate continuous specialist development by acquiring relevant skills and competencies

### Service Delivery

The role holder is required to deal with internal or external contacts who ask for service or require information; create a positive image of the organisation by being responsive and prompt in responding to requests and referring the user to the right person if necessary; deliver service that is usually initiated by the customer, and typically involves routine tasks with set standards or procedures

### Decision Making Processes and Outcomes

Take independent decisions is a requirement and has a minor impact. Be party to some collaborative decisions; work with others to reach an optimal conclusion is a requirement and has a minor impact. The role holder is required to provide advice or input to contribute to the decision-making of others that has a moderate impact

### Planning & Organising Resources

The role holder is required to plan, prioritise and organise their own work or resources to achieve agreed objectives

### Work Environment

The role holder is required to work in an environment which is relatively stable and has little impact on the role holder or the way in which work is completed; be aware of health and safety procedures and reports concerns to others

Date Completed:

July 2020