



Job Reference Number: UOS015540

Job Title: Senior Administrative Officer (Programmes)

Faculty: Professional Services

Department: Department for Lifelong Learning,
Academic and Learning Services,
Student Services

Salary: Grade 6
£25,298 to £29,301 per annum, with potential to progress to £32,004

Closing Date: 13th March 2017

Summary:

The Department for Lifelong Learning (DLL), in collaboration with academic departments across four Faculties, delivers the foundation year to thirty full and part-time degree programmes. It also offers a stand-alone part time Certificate programme in Society and Culture, and is currently concluding the delivery of teaching on a number of completing part-time degree programmes.

All DLL's programmes are specially tailored to meet the needs of mature learners, studying full or part-time, many of whom do not have the standard entry qualifications required for direct entry onto a degree programme at the University.

This is a key role within DLL to support and enhance the administrative function within the department. You will play a pivotal co-ordination role, taking responsibility for the administration process as this relates to the whole student journey from admissions to completion, and for managing changes to these processes in line with the University's digital agenda. You will have excellent IT skills and a keen interest and experience in seeking the most effective systems solutions to support Learning and Teaching and associated administration processes within an Higher Education context. You will be the line manager for the administrative team members and will be responsible for overseeing the 'front of house/reception' functions, ensuring consistent office cover and high standards of customer care.

You will have experience of working with students from a range of different backgrounds within a Higher Education setting. You will have excellent customer service, communication and interpersonal skills together with experience of leading projects, planning and progressing work activities and organising resources. Experience of managing a small team, allocating resources and delegating work whilst monitoring processes is also desirable.

This post is full time and open ended.

You can view the supporting documentation by clicking on About the Job and About the University located near the top of your screen.