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| Role | Course Administrator | | |
| Standardised job description code | GENAT-01 | Grade | 5 |
| Role Purpose | | | |
| This role supports the planning, coordination, and delivery of a range of academic and administrative processes, ensuring tasks are executed efficiently, accurately, and in line with University policies. Working closely with internal departments and external stakeholders, the postholder applies practical knowledge, strong organisational skills, and attention to detail to support daily operations, examinations, course administration, and events. They proactively manage communications, resolve administrative challenges, and contribute to continuous improvement of systems and procedures to enhance service delivery. | | | |
| Grade Descriptors | | | |
| [high level core purpose commensurate with grade descriptor] =not to be edited | | | |

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| * Deliver administrative processes, provide guidance and support to ensure efficient, accurate execution of tasks and adherence to relevant policies, procedures or regulations. |
| * Take responsibility for planning own tasks and contribute to short-term projects or coordinate activities related to organising, prioritising and planning time/resources in supporting day-to-day operations. |
| * Propose improvements to administrative procedures, interpreting customer needs, and often contributing to decisions impacting the administrative service provision. |
| * Engage in daily communication and networking to cultivate professional relationships and facilitate the mutual exchange of information. |
| * Communicate effectively, considering the audience and ensuring clarity and precision in conveying information and insights. |
| * Apply practical understanding of procedures to identify and swiftly resolve administrative matters, using initiative to make considered judgements when juggling multiple demands. |
| * Possess a comprehensive understanding of relevant systems and procedures, continuously pursue specialist development, and apply this expertise to support administrative needs effectively. |
| * Share expertise in processes and systems to support and guide colleagues within their area of specialisation. |

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| **CORE RESPONSIBILITIES [high level work which applies to multiple employees]** |
| Guidance on what can be changed can be found in the Toolkit for Managers & HR  Changes to core responsibilities must be checked and verified at local HR level to ensure edits are appropriate and remain within grade descriptor boundaries described above |
| * Act as a point of reference for internal and external contacts, in the provision of timely administrative support for a wide range of tasks and processes supporting admissions and course administration. Identify enquiry priorities, exercise good judgement in resolving daily problems with awareness of when to consult or refer matters on (For example enquiries related to visas, course registration, schedules and other academic or welfare concerns). |
| * Provide course specific advice and guidance in relation to administrative processes and enquiries for recruitment and admissions arrangements in line with University regulations, policies and procedures, interfacing where appropriate with the Graduate Admissions Office (for example, answering questions and processing information on applications, drafting offer letters and correspondence, contributing to inductions for new students). |
| * Support the administrative aspects of the examinations process, servicing meetings as appropriate. (i.e., examination activities timetables are implemented, overseeing the production of examination papers, liaising with examiners, provide information and guidance on examinations matters to students, tutors, staff. |
| * Coordinate administrative arrangements for a range of activities, for example coordinating academic events/logistics, scheduling meetings, visitor arrangements and complex travel/visa arrangements. |
| * Draft correspondence independently and circulate information appropriately to ensure the flow of relevant information (i.e., preparing agendas, compiling/circulating papers, taking notes and ensuring actions are followed up, maintaining/updating procedure manuals or handbooks, course web page maintenance) |
| * Support monitoring of financial administrative processes, i.e., travel, subsistence and other expenses, allowances, invoices, involvement in production and maintenance of budgets, recruitment, induction/leavers within the team, financial administration/transaction processing. |
| * Follow, interpret and advise on procedures, and proactively seek new ways of improving administrative processes and procedures, making changes accordingly. (i.e., maintaining and improving record-keeping, providing general advice and guidance to students regarding regulatory requirements and drafting changes to the examinations regulations) |
| * Source or prepare information in support of the academic administrative service, gathering and analysing data to develop solutions to daily administrative challenges or short-term projects. |
| * Ensure data is managed in line with adherence to the University's policies and procedures. |
| * Allocate ad hoc tasks and oversees completion of tasks of others within the team, providing guidance and support to less experienced members of the team.   OR   * Provide guidance and support to colleagues on course-related matters, ensuring clarity and effective resolution of queries. |
| * Build and maintain professional relationships within the department and across the university, fostering collaboration, sharing of resources, and the effective exchange of information to support organisational goals. |
| * Attend meetings and participate in relevant University and UK-wide networks and [if relevant] shares information with relevant colleagues |
| Selection Criteria ESSENTIAL [defined by SJD] |
| * Educated to degree level or equivalent experience * Experience and a good understanding of general administrative practices and procedures. * Attention to detail. * Excellent organisational skills and ability to independently manage a demanding and dynamic workload with conflicting deadlines – prioritisation and workload management/delegation * Excellent communication and interpersonal skills * Good IT skills — experience of spreadsheets and databases, preferably within the Microsoft Office suite * Ability to interpret complex regulations and procedures * Ability to work as part of a team in a busy office environment |

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| Desirable |
| * Experience of working in a higher education environment |

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| Date |  |
| Edits to core responsibilities checked & verified against grade descriptor by {Departmental HR contact}: |  |