

THE UNIVERSITY OF MANCHESTER
PARTICULARS OF APPOINTMENT
FACULTY OF HUMANITIES
SCHOOL OF SOCIAL SCIENCES
POSTGRADUATE PROGRAMME ADMINISTRATOR
VACANCY REF: HUM-12574

Salary: Grade 4 £22,876 to £25,728 per annum depending on experience

Hours: 1 FTE

Duration: Fixed term available from 1 September 2018 until 31 August 2019

Location: Oxford Road, Manchester

Enquiries about the vacancy, shortlisting and interviews:

Name: Bernadette O'Connor, Head of Postgraduate Services

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Context of the role

Working as a member of the Postgraduate Support Team in the School of Social Sciences (SoSS) you will be responsible for delivering a high quality level of Taught programme administration within Data Science, Social Statistics and Philosophy. This includes PGR Programmes with a taught element. You will work closely with colleagues in the postgraduate team and liaise with academic and professional support services (PSS) colleagues within and outside the School ensuring programme information is disseminated accurately and in a timely manner.

You should have excellent communication skills, including a polite, helpful and efficient manner and the ability to empathise with students. You should have good IT skills, be able to work effectively as part of team, and be capable of using your initiative in resolving problems and supporting students.

JOB DESCRIPTION

Overall Purpose of the Job:

- Working as a member of the Postgraduate Support Team in SoSS you will be responsible for delivering a high quality level of Taught programme administration within Data Science, Social Statistics and Philosophy. This includes PGR Programmes with a taught element.
- To work closely with colleagues in the postgraduate team and liaise with academic and professional support services (PSS) colleagues within and outside the School ensuring programme information is disseminated accurately and in a timely manner.

Key Responsibilities, Accountabilities or Duties:

- Providing support and advice to staff and students on all PGT related activity, including
 - Student support services in the University
 - Registration and Induction
 - Academic Advisors
 - Graduation
 - Student representation
 - Student surveys
 - School Ethics procedure
 - Visa issues including UKVI monitoring requirements, CAS requests, Interruptions and withdrawals.
 - PGT regulations and procedures, including examinations, essay and dissertation submission.
- Ensuring compliance with Tier 4 regulations and processes. This includes responsibility for ensuring student's attendance is monitored via attendance at tutorials and census points and bringing any issues to the attention of the Head of Postgraduate Services.
- Establishing, maintaining and using clear and effective means of communication with students i.e. email distribution lists, notice boards, web pages etc.
- Confirming MA Course Unit Provision in consultation with MA Directors for the forthcoming academic year.
- Managing the timetabling of classes and liaison with the Room Request Service and PG Directors/academics as required. Maintaining Syllabus + on an ongoing basis, the online course unit database and CS.
- Servicing and participating in Graduate team meetings in the subject areas and any other ad-hoc meeting as required and ensuring that actions are carried out in a timely manner.
- Liaising with the HoDAs to ensure that external examiners are in place.
- Liaison with University personnel in the Graduate Office, Student Records Office, Student Services Centre and other University personnel as required.
- Co-Ordinating and liaising with QRM Director to update course units and handbook.
- Administering the examinations process for your designated programmes including any PGR related modules. This involves updating BB for submission of assessed essays, updating CS with correct assessment information, coordinating the release of marks and feedback to students, preparing examination grids, liaising with external examiners, liaising with other Departments across the University in supplying exam results for their students, acting as Secretary to the examination committees and ensuring marks are accurately recorded and submitted to the Exams Boards.

- Administering the Dissertation process, this includes sending out various letters to students, setting up spreadsheets, collecting dissertations, distributing to supervisors, liaising with external examiners, ensuring marks are accurately recorded and submitted to the School Postgraduate Committee and returning feedback to students.
- Coordinating the Departmental Area registration and induction programme for your students including responsibility for the annual updating of programme handbooks and timetables and attending the induction meetings.
- Assisting with the School Graduation Party.
- Maintaining accurate Programme information and student records utilising Campus Solutions and paper files. Ensuring students are registered for correct course units.
- Providing accurate statistical information relating to all aspects of programme operations.
- Organising election of student representatives and acting as secretary to staff/student liaison meetings and ensuring that actions are carried out in a timely manner. Updating intranet and Sharepoint.
- Co-ordinating the production of annual monitoring paperwork, including SEAPs. Acting as secretary to Programme Committees. Ensuring that all paperwork is filed. Assisting with and providing statistics for annual and five-year reviews.
- Arranging letters and unofficial transcripts for students which are not provided by SSC.
- Acting as a point of contact for subject specific queries from potential students and applicants via telephone, email and face to face.
- Raising purchase order requisitions if required.
- Providing cover for other members of the Postgraduate Support Team in times of absence.
- Staffing the reception counter in the Postgraduate Office as required.
- To undertake other general duties as required by the Head of Postgraduate Services.
- To undertake any relevant training, as required.

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience:

- Extensive clerical/administrative experience in a busy office environment
- Excellent communication and interpersonal skills and an ability to communicate both internally and externally at all levels.
- Demonstrable knowledge of Campus Solutions (Student Records).
- Good standard of general education, literacy and numerical skills.
- Excellent IT skills and ability to work effectively with MS Office programmes.
- Excellent organisational skills, with attention to detail and accuracy.
- A well organised and flexible approach to work.
- Excellent communication and interpersonal skills, both written and oral.
- Ability to work independently with minimal supervision, as part of a busy team and to use one's own initiative Proven excellent organisational and time-management skills, including an ability to prioritise workload and to work to tight deadlines
- Accuracy and attention to detail.
- Experience of using discretion with sensitive information, maintaining full confidentiality, and awareness of the implications of the Data Protection Act and GDPR
- Clear understanding and ability of working to prescribed standards and regulations.
- A commitment to "customer care".

- Experience of working with students in an HE environment.
- Experience of working co-operatively and flexibly as a member of a team.
- Proficient in Campus Solutions (Student Records), Discoverer and Sharepoint.
- Willingness to undergo training as required for the post.

Desirable Knowledge, Skills and Experience:

- Blackboard, including Turnitin