

University of London Job Specification

Job Title: SAS Programme Coordinator
Department: School of Advanced Study
Section: Registry
Level: 05 (CTS)

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| Job Purpose: | The post holder is required to play a key role in the provision of student administration services to a number of key Institutes. The postholder will look after both masters and research students and undertake all associated programme administration. | |
| Job Content: | Percentage breakdown of time spent on each duty or on a related group of duties | % |
| <p><i>Taught and Research Student Administration</i></p> <ol style="list-style-type: none"> 1. To be the first point of contact for current and prospective student queries for a number of dedicated institutes and at times for the School generally. 2. To be responsible for administering all day to day aspects of student administration for a number of dedicated institutes. Including liaison with Lecturers and supervisors to ensure smooth running of the programmes, including: <ul style="list-style-type: none"> - Timetabling and room booking; - Allocating seminar groups; - Maintaining student records on SITS and hard-copy files; - Keeping student registers; - Organisation of all matters relating to student dissertations; - Distribute, collate and summarise course evaluations; - Produce the student handbooks in liaison with institutes, including responsibility for drafting, editing and distribution; - Deal with the submission of assessments (including exams): receive coursework; 3. To arrange interviews for admission for students, including reviewing the Panel composition before giving the go ahead to proceed. | | |

4. To ensure progress of research students is monitored and key milestones achieved in a timely fashion. Including periodic reviews of student status so as to monitor progress; to report on reviews and to produce and analyse relevant data when required. To handle arrangements for upgrade panels and review meetings.
5. To ensure that all information in connection with students (online, website, intranet, VLE etc.) is as far as possible, current, consistent and correct.
6. Produce the student handbooks in liaison with institutes, including responsibility for drafting, editing and distribution.
7. To service Institutes' Service Staff Student Liaison Committees, Higher Degrees Committees and Exam Boards, Research Degrees Committees where required. including responsibility for ensuring that decisions are made in line with the Quality Assurance regulations.
8. To keep students informed about research funding and research training opportunities.

Research Degree Examinations

9. To manage the full cycle of the research degree examination process for a number of dedicated institutes and at times for the School generally. Including liaison with examiners supervisors and candidates, and coordinating correspondence.
10. Liaison with University Libraries, internal and external online library depositories and students, regarding the publication of student theses.
11. To be responsible for keeping robust records of supervisors' fees and tracking payments. Provide Institutes with information about supervisors' fees, so that payments can be processed.

Registry and General Student Administration

12. Servicing the SAS Student Representative induction and Student Representative Committee.
13. To deal with School student requests in the matter of ID cards and forms (such as Council Tax, TfL etc.).
14. To play a full role in Graduation including liaising with the University to ensure the smooth running of the Graduation ceremony and collate information from the institutes and forward on to the Head of Corporate Affairs/Communications.
15. To be responsible for managing the mitigating circumstances process, arranging committees for difficult cases or those that will set a precedent.

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| <p>16. To be the first point of call for pastoral care (and refer as appropriate) and student liaison.</p> <p>17. To respond to ad hoc queries from academic staff (School and external), students and prospective students.</p> <p>18. Any other duties consistent with both the grade and scope of the post.</p> <p>19. To play a full role in Registration and Induction, and the re-enrolment of students.</p> <p>20. To actively follow and promote the University of London policies, including the University's Dignity at Work and Equal Opportunities Policy and actively promote these wherever possible.</p> <p>21. To maintain an awareness and observation of fire and health and safety regulations.</p> <p>22. Any other duties reasonably required of the postholder by the reporting manager.</p> | |
| <p>Reports to:</p> <p>Responsible for:</p> | <p>Head of Registry Services</p> <p>N/A</p> |
| <p>Additional demands of the role:</p> | <p>There is an occasional need to work outside office hours. The post will be based in more than one location.</p> |
| <p>Person Specification</p> | |
| <p><u>EXPERIENCE & PERSONAL QUALITIES</u></p> <p><i>Essential:</i></p> <ul style="list-style-type: none"> ● Knowledge and experience of student-facing administration. ● Experience in university administration. ● Experience of committee servicing. ● Ability to manage competing priorities well. ● Ability to manage difficult situations calmly and sympathetically. ● Ability to interact with potential and current students in a way which enhances their experience. ● Proven attention to detail. ● Ability to communicate effectively at all levels and in all styles, verbally and in writing. ● Proven tact and discretion. ● Ability to work effectively as part of a team. <p><i>Desirable:</i></p> <ul style="list-style-type: none"> ● Experience of the current UK HE postgraduate environment | |

TECHNICAL KNOWLEDGE & SKILLS

Essential:

- Competent in utilising Microsoft Office (Word, Excel etc.).

Desirable:

- Knowledge or experience of using SITS.
- Knowledge of Tier 4 responsibilities for overseas students.

EDUCATION & PROFESSIONAL QUALIFICATIONS

Essential:

- First degree or professional experience in HE administration.

| Competency Requirements | Essential | Desirable |
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| Academic Community focus | B | |
| Adapting to change | B | |
| Creativity and innovation | B | |
| Interpersonal understanding | B | C |
| Leadership | N/A | |
| Managing resources | N/A | |
| Organisational commitment | B | |
| Proactivity and planning | B | |
| Problem solving and decision making | B | C |
| Performance Management | N/A | |
| Resilience | B | B |
| Working collaboratively with others | B | C |
| Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency. | | |
| For further information on each of the competencies and relevant levels, please refer to the University's Competency Model http://www.london.ac.uk/5258 | | |