

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Senior Administrative Assistant

## **College/Department**

Student Performance and Engagement - Online Learning

## **Location**

Kedleston Road, Derby

## **Job Reference Number**

0154-22

## **Salary**

£21,007 To £22,627 per annum

## **Reports To**

Programme Services Team Leader

## **Line Management Responsibility**

No

# **Job Description and Person Specification**

## **Role Summary**

As a member of the Student Experience Team, the Senior Administrative Assistant will report to the Programme Services Team Leader. The post holder will assist with the operation and maintenance of systems and procedures to ensure key academic deadlines are met and regulations are followed. The post holder will promote excellent student experience and contribute to the development and operation of the team as a whole.

## **Principal Accountabilities**

1. Produce study patterns for all programmes to enable students to choose their study options.
2. Administer Module Evaluation Questionnaires to both students and module leaders, reporting on the outcomes three times a year.
3. Audit Programme and Module pages within blackboard at various points during academic year.
4. Communicate with academic team in a timely manner in line with communication plans, reminders for marking and Blackboard roster sync etc.
5. Manage queries and provide advice relating to RPL (Recognition of Prior Learning). Administer updates to students account after decisions have been agreed; manage the attachment of Academic Leads and Associate Academics to modules and programmes within Blackboard and PeopleSoft.
6. Maintain an academic calendar of events which covers the full student journey, ensuring that all deadlines and regulations are adhered to.
7. Administer the process for withdrawing students from their programmes of study following engagement checks by Online Learner Advisors and Academic Leads.
8. Working with Programme Services Team Leader, co-ordinate and administer Assessment Boards, with responsibility of ensuring quality of processes and adherence to academic regulations including; preparation of papers, recording of results, acting as Secretary to the Board, distributing results to students and processing of Chair’s Action requests.
9. Liaise with internal and central departments to provide information of awarding and alumni students to administer timely study progression and for Graduation purposes.
10. Responsibility for co-ordination of Exceptional Extenuating Circumstances Panel arrangements including; undertaking secretarial duties, timely communication of outcomes to students and ensuring accurate system record keeping.
11. Provide advice and guidance to the academic and operations staff regarding University regulations and local procedures.
12. Gather, collate and present information for audit requests as required.
13. Provide a high level of customer service to both internal and external customers, dealing promptly and effectively with all communication.
14. Undertake any other reasonable duty commensurate with the level of responsibility of the post.

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* A levels or equivalent qualification or experience.

#### **Experience**

* Administrative experience of managing detailed processes which require an attention to detail.
* Experience of providing advice and guidance.
* Experience of maintaining comprehensive and accurate records.
* Experience of liaising with range of key stakeholders e.g. colleagues in other departments and customers to ensure activities are fit for purpose and carried out in a timely manner.
* Experience of complex record systems and proficient in the use of MS office and other data base software.

#### **Skills, knowledge & abilities**

* Highly organised with excellent time management.
* Excellent interpersonal and communication skills both verbal and written.
* Proven track record of writing up notes and distributing meeting documents.
* Ability to problem solve effectively and use initiative.
* Excellent customer service management and the ability to form effective working relationships across different departments.
* Ability to work towards tight deadlines in a busy environment and keeps calm under pressure.
* Resilience/ able to adapt to a changing environment.
* Working in a confidential environment and adhering to data protection regulations.

#### **Business requirements**

* Capability to work occasional unsociable hours including some Saturday working during peak periods (with notice).

### **Desirable Criteria**

#### **Experience**

* Experience of working in the higher education sector within an administrative role.
* Experience of Assessment Boards and EEC Panels.
* Experience of formal minute taking.

#### **Skills, knowledge and abilities**

* Knowledge of using PeopleSoft and Blackboard software.

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)