

Candidate Information

Position: Clerical Officer - Postgraduate Taught in the School Office
School/Department: School Office (Med, Dent & Biom Sci)
Reference: 21/109249
Closing Date: Monday 18 October 2021
Salary: £24,871 - £28,756
Anticipated Interview Date: Tuesday 2 November 2021

Job Purpose:

To provide comprehensive support and be responsible for the day to day operation and organisation of postgraduate taught programme administration in the School.

Main Activities/Responsibilities:

1. Develop and maintain effective and efficient management information systems and maximise the use of relevant University systems (eg QGIS) for the administration of PGT students. Maintaining student and other relevant files, taking cognisance of the requirements of data protection legislation etc.
2. Source and analyse information and produce confidential and complex documents and reports using management information systems and software packages. This will include PGT student data on admission, performance, retention, progression and completion for internal/external reviews such as Annual Programme and Module Reviews and Periodic Review.
3. Service and provide administrative support to relevant Boards and Committees, by organising and servicing meetings, preparing and circulating agendas, minutes, papers and compiling action lists ensuring that all actions are followed up. This will include PGT Board, Examination Boards or other ad hoc Committees as may be required.
4. Planning the annual schedule of business for postgraduate taught programmes in liaison with the PG team and University deadlines. Supervise the PG clerical team to ensure these timelines are met and identify relevant training requirements.
5. Manage a range of projects and activities in relation to postgraduate taught programmes and student administration and contribute to the wider objectives of the postgraduate office team, eg:
 - Administration of recruitment, admission, registration and induction and other projects/initiatives to include preparation of prospectus entries, programme handbooks, module handbooks and study guides and providing relevant support for activities on Canvas.
 - Administration of examinations and assessment to include: planning the schedule of Exam Boards and return of submission dates for coursework/assessments. Preparation for Examination Boards to include: informing/checking and modifying examination timetable/s, servicing of examination boards/ exceptional circumstances and preparation of relevant papers/documentation, administering the collation, recording and transmission of marks with a high level of accuracy, liaison with Internal/External Examiners as required, and ensuring the implementation of relevant University procedures (eg penalties/concessions for late submission).
 - Support for the PG Administrator in relation to quality assurance procedures to include, annual module review, peer review, annual programme review including the collection of evaluation information and preparation of statistics. Review and update of Programme specifications and module information on QGIS (Academic Advisement, Course Catalogue, Gradebook, etc) and ensure new programmes and changes are progressed through PGT Board, School Regulations Committee etc. Maintenance of programme and module documentation and statistics for internal/external review.
 - Liaising with academic and PG office staff to manage timetabling room bookings for lectures, seminars/tutorials and practicals.
 - Overseeing the process of monitoring and recording of student attendance.
 - Work closely with School Academic Director, Postgraduate Administrator, Academic staff, and external contributors to PGT programmes.
 - Contribution to the preparation of reports as required by the School/University.
6. Assist in the management of devolved financial resources, in particular being responsible for the allocation, monitoring and reporting on expenditure in relation to teaching assistance. Ensuring that teaching assistants are on the QWork system for processing.

7. Dealing with students and academic staff with regard to cases of a sensitive nature with discretion and ensuring confidentiality is maintained.
8. Monitor office systems and procedures ensuring their effectiveness and take necessary steps to update. Advise relevant staff of such new procedures and identify training requirements. This will include managing and maintaining an intelligent and informed oversight of the flow of information and communications in relation to PGT student administration.
9. Act as point of contact for PGT students and academic staff.
10. Contribute to the overall objectives and activities of the Postgraduate Office to include providing cover for staff absences.
11. Carry out any other duties which are appropriate to the post as may be reasonably requested by Postgraduate Administrator, eg contribute to the development and maintenance of relevant aspects of the Postgraduate Office website/Sharepoint site.

Planning & Organising:

1. Prioritise own workload within the annual schedule of business, taking into account School and University deadlines and assist the Postgraduate Administrator in planning for future work so that resources are available to meet the Postgraduate & Professional Development Office's objectives.
2. Monitor work activities and identifying issues which require addressing, providing recommendations/solutions where appropriate.
3. Develop and refine procedures in order to meet relevant deadlines and the requirements of the School and University, eg to meet examination/coursework deadlines, student registration, etc.
4. Preparation of reports in a timely manner to meet internal School and University deadlines.
5. Dealing with daily enquiries from staff/students and use initiative to deal with any problems arising.
6. Contribute to the organisation of open days, welcome and induction programmes, seminars and symposia to ensure they are administered efficiently and to a high standard.

Resource Management Responsibilities:

1. Supervise the work of staff in the Postgraduate & Professional Development office, assign tasks, identify appropriate training and be responsible for ensuring work is completed to the required timescales and standards with a high level of accuracy.
2. Assist the management of devolved budget and resources in relation to PGT including allocation, monitoring and processing expenditure as appropriate.

Internal & External Relationships:

1. Daily contact with Postgraduate Administrator, PGT Director, Programme/Module Co-ordinators and wider University staff on both routine and confidential business.
2. Liaison with external bodies and relevant senior officers/supporting staff, eg HSC Trusts, DHSSPS, NIMDTA and professional bodies.
3. Providing information, advice and guidance to students and academic staff and ensuring the University's.
4. Policies, procedures and regulations in relation to PGT administration are communicated effectively.

Essential Criteria:

1. *Academic and/or vocational qualifications i.e. NVQ Level 3, A levels (2 or more A levels) in a relevant subject (or equivalent). Or; *6 years relevant work experience.
2. *Four years' recent relevant work experience to include:
 - Experience of servicing meetings, to include taking and drafting minutes, preparing reports.
 - Experience of student/programme administration.
 - Experience of planning schedules and managing a team to deliver a high-level service.
3. Knowledge of quality assurance policies, procedures and codes of practice in Higher Education, particularly in the area of postgraduate administration.
4. Good keyboard skills.
5. IT literate with up-to-date knowledge of relevant computer packages, in particular databases and spreadsheets, and generation of reports from same.
6. Supervisory skills and experience.
7. Organisational and time management skills and ability to plan and organise short term activities and events.
8. Ability to assign tasks to others and be responsible for ensuring work is completed to a high standard by the required timescales.
9. Analytical skills to be able to interpret and report on statistical data.
10. Experience of dealing with email and internet accordingly to corporate guidelines.

11. Excellent oral, written and interpersonal communication skills and an ability to provide effective service (including customer service) to required quality standard.
12. Ability to work as part of a team.
13. Flexible, willing to adapt to new tasks and duties.

Desirable Criteria:

1. *Experience of postgraduate taught student and programme administration in Higher Education.
2. *Experience of dealing with confidential matters in a sensitive and discreet manner.
3. Comprehensive knowledge of management information systems for student administration and ability to generate reports from same.
4. Financial administration experience.