

## Candidate Information

<b>Position:</b>	Programme Administrator - Doctorate in Clinical Psychology
<b>School/Department:</b>	Psychology
<b>Reference:</b>	23/110602
<b>Closing Date:</b>	Monday 13 February 2023
<b>Salary:</b>	£29,619 - £34,308 per annum
<b>Anticipated Interview Date:</b>	Thursday 2 March 2023
<b>Duration:</b>	Permanent

### JOB PURPOSE:

To lead a professional administrative team to provide comprehensive support for all aspects of the Doctorate in Clinical Psychology (DClinPsych). The role will work closely with the Programme Directors to ensure the continued smooth running of this highly successful programme and to work towards achieving its ambitious strategic goals. The role will be a key point of contact for students, staff and stakeholders within the Health Trusts in Northern Ireland, the Department of Health NI and other external organisations.

### MAJOR DUTIES:

1. Provide high quality and pro-active administration support for the DClinPsych programme and associated stakeholders. This will involve acting independently and autonomously with the Programme Directors and academic team based on sound professional knowledge and experience of all associated systems and procedures.
2. Manage the administration of the bespoke annual student application and selection procedure for the DClinPsych programme.
3. Manage the complex academic timetabling process for DClinPsych which includes liaising with an extensive range of external contributors to the programme. Administer payments for relevant contributors in line with University extended workforce requirements. Maintain supervisor and contributor databases.
4. Co-ordinate and administer the academic and practical elements of student assessments and develop systems for tracking submission and marking deadlines as well as student attendance, engagement, wellbeing, satisfaction, progression and evaluations.
5. Develop and manage systems to oversee the substantial contribution to the programme from external contributors (many of whom are practicing Clinical Psychologists working for local Health Trusts) in collaboration with the academic staff, in order to assist the Programme Directors in monitoring learning objectives against course requirements.
6. Liaise with a range of Health Trusts staff and external placement providers to ensure provision of student placements, effective monitoring of student progress through appraisals and ensuring students have access to equipment and resources (e.g., computers, psychological tests, equipment and relevant software licences) for use during placement.
7. Oversee and deliver the curricular administration, student records and accreditation needs of the programme; ensuring programme and module specifications are reviewed and updated; managing student journey via Queen's Student Information Systems (QSIS), from enrolment to thesis submission; planning the accreditation and validation processes for the programme and organising the information requirements for these procedures ensuring adherence to GDPR requirements at all times.
8. Design and implement procedures to ensure effective monitoring, storage and disposal of research data in compliance with ethics, GDPR and research governance requirements.
9. Administer and co-ordinate line management function for students in their capacity as employees of the NHS Business Services Organization (BSO).
10. Provide administrative support to all committees relevant to the DClinPsych programme.
11. Provide advice on programme budgeting processes, monitoring spend against budget, maintaining appropriate financial records, monitoring accounts and highlighting any necessary corrective action; responsibility for processing of orders and payments and management of the purchase card, as well as student bursaries and student conference and travel claims.

12. Provide first line management for the programme's professional services staff and supervise work accordingly to ensure standards are met; undertake quarterly/annual Personal Development Review to identify development needs and encourage continuing professional development.
13. Liaise effectively with the Programme Directors to review and implement relevant areas of programme development. Co-ordinate year plans in conjunction with the programme team, monitor implementation and feedback outcomes to assist with the next planning cycle.
14. Attend internal and external meetings (e.g. DClinPsych team, Programme Exam Boards, Board of Studies, NI Consultation Group) to advise and represent the requirements of the DClinPsych programme.
15. Ensure required Health and Safety procedures are followed for all aspects of the programme's activities as specified by the University's policies and guidance.
16. Undertake any other relevant duties required to fulfil the needs of the post.

**ESSENTIAL CRITERIA:**

1. Academic/vocational qualifications (e.g. A Levels, NVQ 3 or equivalent qualification) with 4 years relevant experience; OR A minimum of 6 years substantial administration experience in a customer facing administrative environment.
2. Candidates must have a minimum of 1-year demonstrable experience of:
  - Innovation in developing processes & setting up substantive new or revised systems to achieve improvement or efficiencies;
  - Line management of a team of staff i.e. more than 1;
  - Financial administration including corporate procurement, budget planning & monitoring;
  - Education administration in Further or Higher Education in any of the following areas: student application processes, enrolment & registration, timetabling, student assessment, student evaluations, student support & appeals, exam boards, accreditation support;
  - Administration of Health & Safety processes & regulations;
  - Working & building relationships with external stakeholders;
  - Committee servicing, including drafting agendas, collating papers, taking/drafting minutes & following up on actions.
3. Demonstrable ability to work within procedures and in adherence to relevant legislation, for example GDPR.
4. Demonstrable ability to manipulate and analyse data and use this information to inform decision-making and solution development.
5. High level of ICT skills to include experience of using multiple IT systems, including a broad range of MS Office applications.
6. Organisational and time management skills.
7. Previous experience of managing resources.
8. Excellent communicator in both oral and written format.
9. Good interpersonal skills, with the ability to work effectively with a range of relevant stakeholders.
10. Ability to work on own initiative, as part of a team and to lead a team as required.
11. Committed to high professional standards and continuous service improvement.
12. Ability to work irregular hours and weekends on an occasional basis.

**DESIRABLE CRITERIA:**

1. Degree.
2. European Computer Driving License (ECDL).
3. Experience of HR processes.
4. Experience of supporting postgraduate education.