



Job Title: School Administrator (Taught Programmes)

Unit/School: Cardiff School of Management

Grade: 3A/B

HERA: CSOM46

## **Core purpose of role:**

Working as part of a team of administrators, this key role supports the Programme Directors, Year Tutors and Heads of Department with high level administrative support in the day-to-day delivery of programmes within the School. The role provides effective coordination in the administration of programmes using influencing and negotiation skills to ensure the facilitation of a professional service to both staff and students.

## **Key responsibilities and contributions:**

- Manage programme documentation, such as student handbooks and other related documentation, ensuring that it is accurate and up-to-date.
- Prepare and manage all relevant information for all examination boards, including pre-boards, ensuring that all data has been reconciled before the boards commence.
- Provide end-to-end administrative support for all Programme and Departmental meetings.
- Maintain Departmental areas on the School's Sharepoint site.
- Coordinate cover arrangements where required, ensuring that students are well informed, and where possible liaise with academic staff to provide alternative support or student learning opportunities whilst ensuring that relevant departments are well informed.
- Assist Programme Directors and the School Placement Team with administrative support in relation to Student Work Placements including but not limited to Health and Safety, CareerHub and other administrative tasks as appropriate.
- Act as the first point of contact for all Programme related information from students and University staff.
- Coordinate the attendance and participation monitoring of all students within the Programmes escalating attendance concerns to the attention of the relevant academic and administrative staff; provide regular reports including statistical information and trends for senior managers; provide support for open days, induction, enrolment and all student related activities (please note that this may entail working outside of normal working hours, including weekends).



- Assist with the arrangement and coordination of student trips, including but not limited to risk assessments, bookings, and all related expenditure and supporting paperwork. Liaising with stakeholders to ensure that the School is compliant in all areas of Health and Safety and Financial Regulations.
- Manage the Departmental Archive (examination papers, assessments and all related paperwork).
- Continually review and update procedures and systems within area of responsibility and share best practice with other administrators across the School.
- Provide cover for the School Helpdesk and other areas as directed by the Programme Support Co-ordinator and School Resources and Operations Manager.

## **Person specification**

### **Essential qualifications / Professional memberships**

- 5 GCSE's at grades A - C including Maths and English, or equivalent;

### **Essential experience, knowledge and skills**

1. Excellent working knowledge of MS Word and Excel.
2. Knowledge and understanding of Programme Support activities, including student related issues, in terms of Home and International students.
3. Excellent literacy, numeracy, communication and interpersonal skills including the ability to work collaboratively with both academic and administrative colleagues alike and maintaining excellent working relationships.
4. Excellent accuracy and attention to detail.
5. Excellent skills in end-to-end process management, including database creation and data tracking.
6. Demonstrable ability to prioritise own workload to ensure deadlines are met, including ability to work under pressure and to strict deadlines, ensuring that deadlines are met by both self and academic staff.
7. Experience of taking and writing accurate minutes of meetings.
8. Experience of providing excellent customer service in a commercial or educational environment.
9. Experience of producing high quality, informative materials for students, eg. examination board letters.

### **Desirable**

1. A working knowledge and understanding of the Higher Education sector.
2. Experience of working with academics and students.



- Experience of student record systems and extracting information for a variety of reports.

**Welsh skill requirements**

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
<b>A1 – Beginner</b> Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
<b>A2 - Basic user</b> Can deal with simple, straightforward information and communicate in basic Welsh.				
<b>B1 - Intermediate user</b> Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
<b>B2 - Upper intermediate user</b> Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
<b>C1 - Fluent user</b> Can communicate fluently in Welsh.				
<b>C2 - Master user</b> Can communicate fluently on complex and specialist matters in Welsh.				

**Disclosure & Barring Service requirements**

This post requires a standard DBS check.

**Supporting information**

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.



The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.