



Job Title:	Programmes Support Administrator
Unit/School:	Education, Social Policy, Sport and Health Admin
Grade:	3A/B
HERA:	CSS104

## Core purpose of role

The post holder will provide a range of administrative support for Learning and Teaching activities in the two academic schools and across two campuses. They will also provide professional and confidential support, act as a key contact for staff and students, and work alongside other professional units and stakeholders.

## Key responsibilities and contributions

1. Assist with school administrative aspects of student induction, welcome activities, and enrolment.
2. Maintain administrative systems and ensure all processes comply with relevant regulations, policies and procedures.
3. Provide administrative support for examinations, assessments, examination boards, and the production of results.
4. Utilise and update University IT systems, including Moodle, SharePoint, and student records systems.
5. Organise and service committee meetings, including preparing agenda items, distributing documentation, taking minutes, and tracking actions and outcomes.
6. Manage shared email inboxes, calendars, and the filing of communications and act as a key contact for staff and students.
7. Communicate with students and staff across a range of mediums providing appropriate advice and guidance.
8. Assist in managing student support systems and processes that facilitate the student journey
9. Support marketing and promotion of degree programmes in collaboration with academic staff and Admissions personnel.
10. Liaise with internal and external stakeholders and key contacts as required.
11. Support a wide range of quality assurance processes, such as internal and external verification, programme reviews and validation events.



## **Person specification**

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

- 5 GCSE's including English and Maths (Grade C or above) or equivalent qualifications

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

1. Experience in using Microsoft Office applications especially Excel and Word, and digital shared spaces such as SharePoint and MS Teams.
2. Effective administrative skills with attention to detail and accuracy.
3. Ability to gather relevant information, prepare data and documents.
4. Effective interpersonal and communication skills.
5. Ability to prioritise, multi-task, meet deadlines and be self-motivated.
6. Proven ability to work collaboratively in a team with a positive attitude and proactive approach to problem solving.
7. Experience of customer focused environment or similar where people skills are important.
8. Experience of minute taking and meeting administration.
9. Experience dealing with personal or confidential data.
10. Ability to adapt to new technologies and innovations and apply them to day-to-day tasks to improve efficiency.
11. Interest in development of new skills, willingness to undergo further training and personal development.

### **Desirable**

1. Experience of higher or further education administration.
2. Experience of working with virtual learning environments.
3. Experience of using AI or automation software to improve efficiency

### **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 does not require a 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.