

**Learning and Teaching Administrator**

**GRADE 4**

**Job Purpose**

To enhance the student experience by working collaboratively with [*Administrative Teams, Academic Teaching staff and students*] to provide an excellent customer service. Providing administrative support for processes and procedure relating to Learning and Teaching and delivering front-line support to students and academic colleagues.

**Main Duties and Responsibilities**

1. Support Course Leaders, Teaching staff and students in all aspects of administration, providing information and advice on processes and procedures involving allocating classes, enrolment, registration, processing student applications and graduation.
2. To be the first point of contact for front line support to assist and manage queries and resolve issues as required.
3. Manage all pre-course administration to ensure a timely and efficient service is delivered to enhance student experience together with planning timetabling and organisation of appropriate materials, facilities, and room bookings.
4. Ensure that student applications are processed in a timely manner and in accordance with University Policy and Procedure and current UK visa legislation.
5. Ensure effective communication with students providing accurate and current information by updating materials and respond to enquiries using appropriate channels.
6. Ensure that confidentiality of personal data is maintained in relation to the University policies and procedures.
7. Support [*Head of School Administration/Programme and Course Lead*] in the provision of excellent relevant administrative support duties as appropriate.
8. Undertake any other reasonable duties as required by the [*team, business unit, line manager etc*.].
9. Engage in reasonable professional development activities as appropriate.

**Qualifications**

Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and skills in a similar role.

Scottish Credit and Qualification Framework level 5 or 6 (National 5 or 6, Scottish Vocational Qualification level 2 or 3) or equivalent, and experience of personal development in a similar role.

**Knowledge, Skills, and Experience**

* Ability to demonstrate experience of relevant University software packages.
* Excellent communication skills and interpersonal skills with the ability to use diplomacy and discretion in matters relating to students of diverse backgrounds.
* Knowledge of relevant systems, policies, regulations, and guidelines relevant to the role.
* Strong organisational and time management skills.
* Ability to show judgement to resolve problems independently.
* Ability to community clearly, clarifying requirements, responding to colleagues, students, and customers.
* Experience of working in a busy office environment or undertaking a similar role.