

**Undergraduate/Postgraduate Administrator**

**GRADE 5**

**Job Purpose**

To enhance the student experience by working collaboratively with the school administrative teams and academic teaching staff. Provide administrative support, information and advice on processes and procedures related to students on a range of specific programmes and/or applicant cohorts across [*UG, PGT, PGR*].

**Main Duties and Responsibilities**

1. To be responsible for delivering an efficient and effective administrative service to support the schools learning, teaching and assessment activity including liaison with key partners both internal and external.
2. Contribute to course administration for the full student journey, including the management and co-ordinating of all relevant documentation; supporting admissions process, management of assessments; timetabling, clerking exam boards and ensuring student records are maintained on MyCampus.
3. Contribute to the monitoring of student engagement and gathering appropriate right to work documentation to ensure compliance with UK Visa and Immigration (UKVI) legislation and University policies.
4. Deliver an excellent customer experience; using knowledge and judgment to provide first-contact resolution for general enquiries on learning and teaching activities across the school with minimum supervision.
5. Provide administrative support to [*academic staff/Senior colleagues*] for school activities, developing collaborative working relationships with key internal and external partnerships.
6. Develop and build specialist expertise in relation to your area of responsibility [*market, school, programme, application cohort, qualification*].
7. Ensure full compliance with University-wide policies and procedures, including the management of confidential information and personal data.
8. As part of the Professional Service team flexibly support the range of learning and teaching activities of the school by undertaking any other relevant duties appropriate.
9. Undertake any other reasonable duties as required by the [*team, business unit, school, line manager etc*.].

**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 7 [Advanced Higher / Scottish Vocational Qualification Level 3, Higher National Certificate] or equivalent, and experience of personal development in a similar role.

**Knowledge, Skills, and Experience**

* Significant experience of delivering a customer-focused service
* Demonstrable experience of working with a variety of stakeholders and building effective relationships.
* Experience of managing complex datasets, analysing data, extracting reports, and resolving related problems.
* Ability to understand and apply policies, regulations, guidelines, and standard operating procedures relevant to the role.
* Strong accuracy and attention to detail particularly when using data and information from multiple sources.
* Strong organisational skills: ability to work under pressures, prioritise own workload, meet tight deadlines and adapt to changing priorities.
* Ability to work proactively both individually and collaboratively to achieve team goals.
* Excellent communication skills, both verbal and written.
* Proven initiative and judgment to identify priority issues and problem solve.
* Discretion and ability to maintain confidentiality.

**Desirable**

* Knowledge of the University systems (PIP, CMIS, MyCampus, Moodle and T4)
* Knowledge and understanding of the University structure policy, practices, and procedures.