



## JOB DESCRIPTION

<b>Job Title:</b>	<b>School Administrator</b>
<b>Department:</b>	<b>Cardiff School of Technologies</b>
<b>Location:</b>	<b>Llandaff Campus</b>
<b>Hours:</b>	<b>37 hours per week</b>
<b>Tenure:</b>	<b>Permanent</b>
<b>Grade:</b>	<b>3</b>
<b>Salary:</b>	<b>£20,675 - £24,461</b>

*This job description is indicative, not prescriptive, and the balance of duties will be in accordance with the contract of employment.*

### **Role Summary:**

This is a key post that will contribute to the ambitions of the University's Strategic Plan 2017/18 – 2022/23, as this position will join the professional services team within Cardiff School of Technologies.

This is an interesting and varied position providing administrative support to a range of activities, to facilitate the delivery of programmes and the growth of the School, in compliance with University and School procedures.

The post holder will be expected to provide excellent professional and confidential administrative support to students, the School Co-ordinator, Programme Directors, Heads of Department and the wider School and University as required.

### **Principal Duties and Responsibilities:**

- Provide excellent customer service and act as the first point of contact for programme related queries from students and staff
- Co-ordinate the attendance and participation monitoring of all students; including the identification and reporting of poor attendance and trends to Personal Tutors, Programme Directors and the Global Engagement Office as appropriate.

- Assist with the preparation and administration for Work Placements and Internships, as well as liaison with Industry representatives as appropriate.
- Support the Mitigating Circumstances process, including resolving queries from students in a confidential and professional manner, as well as completing the verification of applications in line with School guidelines and University regulations.
- Assist with Module Selection processes, including organising events, updating the online information base, preparing surveys to collect data and ensure student choice information is accurately recorded and updated in the student record system.
- Assist with the administration in relation to Allegations of Unfair Practice, including the completion of reporting forms, arrangement for interviews, liaison with Module Leaders and Academic Registry to resolve queries.
- Provide support for open days, induction, enrolment, enhancement and all student related activities as appropriate.
- Assist the School Support Officer with student trips, including risk assessment forms, bookings and all related expenditure and supporting paperwork to ensure that the School is compliant in all areas of Health and Safety and Financial Regulations.
- Co-ordinate the internal verification processes (draft assessments, examinations and moderation) in line with the Academic Calendar; liaising with Module Leaders, Field Group Chairs, and External Examiners to ensure approval as appropriate.
- Provide support in relation to Cardiff Met's systems, including but not limited to Student Record System, Personal Tutoring Portal, Moodle (Virtual Learning Environment), and Leganto (Library).
- Maintain accurate records of all School programme information including validation documents, programme specifications, module descriptors, and student programme handbooks.
- Assist with the administration of quality assurances processes within the School, such as Modifications, Annual Programme Reviews, Periodic Reviews, Discontinuation and Validation of Programmes.
- Assist with the programme and module quality enhancement activities in the School; including the preparation of online module evaluation questionnaires and production of reports.
- Co-ordinate the arrangements for Examination Boards; including confirmation of dates, arranging appropriate Chairs and rooms, and assisting with accommodation bookings for the External Examiners.

- Provide support for the administration of all Examination Boards, ensuring that all appropriate data has been reconciled to support accurate decision-making, recording the decisions and producing the appropriate notifications to students.
- Provide administrative support for Programme, Departmental and School meetings, ensuring that all relevant papers are available and that minutes are produced in a timely matter.
- Continually review and update procedures and systems within area of responsibility and share best practice with other administrators across the School and University.
- Provide appropriate support and cover to the wider professional services team as required.

### ***Standard Notification***

**These guidelines are provided to assist you in the performance of your contract. The university is a dynamic organisation; therefore changes may be required from time to time. Any changes will be made in consultation with the post-holder. The Summary of Duties and Responsibilities is not intended to be an exhaustive list of tasks performed. Other associated technical tasks are likely to be performed as directed by the line manager.**

**It is accepted that individual staff will have a specialist skills and knowledge base in relation to the role they have been appointed to. In addition to this, Cardiff Metropolitan University expects that all staff will contribute to the vision and ethos of the university and conduct themselves in a professional, courteous and student/customer focused manner at all times. All staff should have particular regard for their responsibilities under Cardiff Metropolitan University's Equalities, Financial, Environmental and Sustainability, Human Resources and Health and Safety policies and procedures.**



**PERSON SPECIFICATION**

Job Title: School Administrator

School/Unit: Cardiff School of Technologies

\*Key  
A - Application form  
I - Interview  
T/P - Test/Presentation

FACTORS	ESSENTIAL AND DESIRABLE CRITERIA	ASSESSED BY		
		A*	I*	T/P*
<b>Education and Qualifications (Essential)</b>	A minimum of 5 GCSE's or equivalent grade C or above, including English Language and Maths, or equivalent	A		
	Microsoft Specialist or equivalent qualification in IT or experience in information technology	A		
<b>Education and Qualifications (Desirable)</b>	First degree in a technology related discipline or equivalent	A		
<b>Knowledge (Essential)</b>	Knowledge and understanding of the Higher Education environment	A		
<b>Knowledge (Desirable)</b>	Working knowledge and understanding of student record systems	A		
	Working knowledge and understanding of Virtual Learning Environments, i.e. Moodle	A		
	Knowledge and understanding of Examination Boards	A		
<b>Skills and Abilities (Essential)</b>	Excellent literacy & numeracy skills	A		
	Demonstrable ability to work independently and as part of a team, including the ability to work collaboratively with both academic and administrative colleagues	A	I	
	Excellent interpersonal skills, including the ability to maintain professionalism, confidentiality, tact and diplomacy at all times	A	I	
	Excellent accuracy and attention to detail	A	I	

	Excellent written and verbal communication skills, including an ability to take clear concise minutes of meetings & provide regular, concise & correct feedback of information	A	I	
	Demonstrable ability to organise, plan, prioritise and multi-task, producing work of high quality and within competing deadlines	A	I	
	Ability to work in an agile and flexible manner	A	I	
	Demonstrable ability to use Microsoft Office packages including Word, Excel and PowerPoint and bespoke IT systems	A		T
<b>Skills and Abilities (Desirable)</b>				
<b>Experience Paid/Unpaid (Essential)</b>	Relevant previous administrative experience in a team working role	A	I	
	Experience of providing excellent customer service	A	I	
<b>Experience Paid/Unpaid (Desirable)</b>	Experience of working in support of a team of academic and administrative staff, and students	A		
	Experience of working in a higher education environment	A		
<b>Other Requirements (Essential)</b>	Commitment to teamwork and building excellent working relationships	A	I	
	Willingness to undergo training in corporate systems and further personal training where identified	A		
	*The appointment of the successful applicant will be subject to a Disclosure and Barring Service check (DBS, previously CRB).			
<b>Other Requirements (Desirable)</b>	Ability to read, write and speak Welsh.	A		

\*Please note that a criminal record may not necessarily be a bar to obtaining employment in Cardiff Metropolitan University. For further information on Disclosure and Barring Service (DBS, previously CRB) please go to <https://www.gov.uk/crb-criminal-records-bureau-check>