SAMPLE GRADE 2 JOB DESCRIPTION

Answer application and course enquiries made by the Enquirer Management System, phone, email, post and in person.

Liaise with the Student Recruitment team in sending out specific communications to International full-time applicants.

Enter application details and upload supporting documents into the university's application and review system to ensure applications are complete and can be considered for admission.

Assist with the administrative tasks related to the admission of our students in areas such as scholarships, deposit payments, refunds, visas and fee assessments.

Guide applicants through the application process via phone and email.

Encourage applicants to submit missing documents to ensure application complete to enable review via phone and email.

Support the team during the period of enrolment by assisting students through the process.

Co-ordinate and distribute mail received by the department on a daily basis.

SAMPLE GRADE 2 JOB DESCRIPTION

To take responsibility for answering main telephone line, respond to queries or direct calls appropriately or take and timely distribute detailed messages whether face to face or by telephone.

To provide a high standard of customer service, ensuring that a welcoming professional environment is maintained.

To receive students and visitors to the reception and respond to queries, provide information, documents and instructions or direct visitors appropriately.

To maintain and replenish stationery and forms as required.

To distribute incoming mail and coordinate outgoing post (including courier), take delivery of parcels and ensure safe distribution.

Take responsibility for setting up and emptying coursework boxes and for distribution to appropriate staff member.

Take responsibility for the arrangements of students uniform measure including distribution. You will also have responsibility for the arrangements and distribution for staff uniforms.

Supporting with induction arrangements for new staff.

Take administrative responsibility for External Examiners attending Assessment Boards e.g booking accommodation/taxis/processing claims etc.

Take responsibility for organising Practice Educator courses from beginning to end.

Provide administrative support to the research team, particularly the Joanna Briggs Institute (JBI).

To provide good clerical support to the Course Administrators and School Administration Manager as required.

SAMPLE GRADE 2 JOB DESCRIPTION

Undertake general reception duties – greeting visitors, answering the telephone, checking the school office email inboxes and attending to queries from staff and students.

Prepare weekly class attendance registers

Record student attendance data in spreadsheet and highlight repeated absence according to the school attendance monitoring policy

Assist Course Administrator with undergraduate course administration

Assist with student record keeping and filing and maintain student E-files, ensuring no more information than necessary is being kept.

Provide assistance with printing, photocopying, filing, etc.

Assist with the preparation for assessments, including the preparation of exam boxes and so on

Compile list of students who have resits from spread sheets supplied by Course Administrators and assist in adding resit students to module lists and on Campus Moodle.

Assist with coursework return to students.

Deal with transcript requests.

Assist at School events i.e. induction, open and applicants' days.

SAMPLE GRADE 3 JOB DESCRIPTION

Maintain an oversight of student progression through the academic programmes.

Ensure student details and progress are current and up to date in the University SITS system.

Maintain an accurate record of all student assignment submissions; process all assessment marks through the Student Record System (SITS) and ensure students receive assessment marks and feedback within the prescribed timeframe.

Produce spreadsheets of all assessment marks for consideration at Assessment Boards and act as Secretary to the Board.

Record and track all student extensions, exemptions and suspensions of study.

Support Academic Misconduct and Appeals process.

Communicate with students, colleagues and other departments as necessary to keep them informed of relevant developments and deadlines.

Advise and direct students to the appropriate sources of advice, either within the School or across the University.

SAMPLE GRADE 3 JOB DESCRIPTION

Answer application and course enquiries made by phone, email, post and in person.

Plan and manage communications from Connect to support our marketing and recruitment activity in coordination with central departments.

Liaise with the Recruitment team in sending out specific communications to International applicants.

Enter application details and upload supporting documents into the university's application system and ensure applications are complete.

Assist with the administrative tasks related to the admission of our students in areas such as scholarships, deposit payments, refunds, visas and fee assessments.

Schedule and invite applicants to interviews/selection visits in liaison with the Admissions Officers, Academics and School Administrators.

Process decision, generate and issue correspondence associated with offers made to applicants.

Encourage applicants to submit missing documents to ensure application complete to enable review via phone and email.

Assist the Immigration Admissions Officer with financial checks and documentation upload.

Assist Admissions Officers in ensuring online course information sources are updated regularly to reflect the current entry requirements and course portfolio.

Support the team during the period of enrolment by assisting students through the process.

Co-ordinate and distribute mail received by the department on a daily basis.

Other general office duties as relevant to the post.

SAMPLE GRADE 3 JOB DESCRIPTION

General administration tasks such as timesheet recording, travel booking, and mail shots.

Maintenance of various databases and spreadsheets.

Collation of information and production of reports.

Act as first point of contact for students and staff.

Communicate with both internal and external contacts, via telephone and email.

Room bookings.

Range of financial administration duties, such as placing and tracking orders, processing invoices and inputting information into financial systems as appropriate.

Required to work occasional weekends/evenings for open days and events.

SAMPLE GRADE 4 JOB DESCRIPTION

Maintain overview of all taught courses of the school (PG/UG/GA/Short Courses), making sure all tasks throughout the year are done at the appropriate time;

Supervise course administration tasks assigned to various administrative staff in the team including training, delegation and quality control of work;

Administer assigned UG or PG courses;

Service the UG and/or PG Programme Management Team meetings, preparing agenda and paperwork and compiling minutes;

Service UG or PG Assessment Committees and Boards;

When required, service, or provide support for, Extenuating Circumstances Panels, Conduct Hearings and Appeals;

Service the School Teaching Committee, producing agenda and following up actions;

Provide support to the School Coordinator for updating and maintaining the Student Handbooks and Student Hub on Sharepoint, and course-related information in the Staff Handbook;

Provide support when required to the School Coordinator for school open and applicant's days, and other events for students;

Work with the School Operations Manager and School Coordinator to provide an excellent and manageable service to students;

Work with the School Operations Manager, School Coordinator and School IT Support Team, to seek ways (including electronic/online) to make administrative processes more efficient;

Provide support for other administrative tasks as and when required by the School Operations Manager, which may include:

Monitoring of academic staff feedback on coursework and exams to ensure compliance with university and school policies;

Monitoring of student engagement;

Support for implementation of School Personal Tutor policy.

SAMPLE GRADE 4 JOB DESCRIPTION

To assist with the co-ordination and delivery of Interprofessional Learning activities and programmes.

Develop internal and external relationships, with good operational links to ensure the successful delivery of projects.

Assist with the facilitation of meetings with internal and external partners to agree the scope of projects and review progress.

Promotion of opportunities for learning and engagement with the University.

Co-ordination of orientation and support activities to ensure these are delivered and evaluated successfully.

Maintaining notes of meetings and project files, ensuring these remain up-to-date.

Monitoring and tracking students to identify relevant issues and inform future work.

SAMPLE GRADE 4 JOB DESCRIPTION

Carry out general administration/secretarial tasks for school/department, such as typing, diary management, travel arrangements, setting up appointments/meetings, call screening, maintains filing system, dealing with incoming and outgoing mail.

Provide support for various committees or meetings, in particular collation of agendas and minutes.

Co-ordinate meetings, diaries, room bookings, events.

Maintain and update various databases and spreadsheets.

Effective communication to both internal and external contacts, via telephone and email.

Undertake a range of financial administration duties, such as taking responsibility for petty cash, inputting into financial systems, process invoices, making and tracking orders.

Monitor and control stock levels, and responsible for ordering equipment and materials.

Responsible for collating information and producing various reports on a regular basis.

Liaise with various teams/departments throughout the University and maintains good working relationships.

Co-ordinate small projects.