Course Administrator (Permanent & Fixed Term)

Job Summary

The School of Health is a vibrant community and the main provider of both undergraduate and postgraduate nursing, midwifery and the allied health professions in the North of Scotland. Our vision is to transform health and social care in urban, remote and rural areas and our new School Strategy sets out how we will achieve that. We are looking for organised and adaptable administrators to join our Professional Support team, supporting our courses and helping to deliver an excellent student experience.

Working closely with academic and professional services colleagues, you will provide administrative support across the student lifecycle, from enrolment and induction to assessment and progression. Your varied role will include responding to enquiries, maintaining accurate records, supporting meetings and contributing to improvements in our administrative processes.

You will bring experience of administration in a busy environment, strong communication and customer service skills, and the ability to manage competing priorities and meet deadlines. Accuracy, confidence using Microsoft Office and a collaborative approach are essential, alongside the ability to work independently and handle sensitive information appropriately.

If you enjoy supporting others and making a practical contribution to a busy team, we would welcome your application.

We currently have a full-time permanent position and a fixed-term position for 7 months available ***Please note on your application which post you wish to be considered for***

In keeping with RGU's commitment to work/life balance you will have the opportunity to work from home for a portion of the working week and also benefit from a generous pension scheme, 46 days (pro rate for fixed term) annual leave (including statutory days) an onsite nursery and sports centre, as well as a range of voluntary health and travel benefits.

We are committed to attracting and engaging a diverse range of staff and fostering a culture where everyone feels welcome, comfortable to express their ideas, and can reach their full potential. For more information, please visit Our Diverse Workforce pages.

Job Description

RESPONSIBLE TO: Administration Team Lead

RESPONSIBLE FOR: No supervisory responsibility

PURPOSE OF POST: Working as part of a team to provide efficient and professional administrative support for the portfolio of courses within the School of Health.

PRINCIPAL DUTIES:

• Provide a wide range of administrative support to course teams covering the student life cycle, including dealing with enquiries from students, enrolment and induction, monitoring of attendance, online assessment and associated assessment processes.

• As a team member contribute effectively to the running of school support activities which may include but not limited to supporting elements of:

- Academic quality and external accreditation

- Records management

- Maintenance of appropriate databases including student records

• Provide professional support, pastoral support and advice to students dealing with a wide range of enquiries on a day-to-day basis, taking steps to ensure the delivery of an excellent, personalised student experience.

• Provide administration support and minute meetings as required; including Course Management Team Committees, Student/Staff liaison meetings and Extenuating Circumstances Committees including processing of Extenuating Circumstances, Appeals, Misconduct and Fitness to Practise Hearings, ensuring that withdrawals and suspensions are processed and students, considered at the relevant meeting and relevant information is communicated to staff and students.

• Liaise with External Examiners, external agencies and visitors as required for visits and/or events that support the achievement of the school's priorities.

• Be responsible for meeting deadlines in respect of achieving School academic priorities as related to student administration.

• Support the school in the achievement of key performance indicators through working closely with academic colleagues to provide appropriate basic management information (spreadsheets, statistical information and analysis). This may include liaising with course leaders to prepare statistical data in relation to student performance, progression and retention as well as ad hoc reports.

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

• Engage with colleagues proactively to help the Service take deliberate steps to support the enhancement and development of processes, procedures and services so that they meet the local needs of the School academic community, whilst delivering consistency and effective support for the School.

• Assist with the Universities open days and other corporate/school events to ensure such occasions are sufficiently supported to meet their objectives

• Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with all applicable legislation, codes and policies.

• Any other relevant duties in support of the work of the School and / or School Support Service.

Person Specification

ESSENTIAL REQUIREMENTS

Qualifications and Professional Memberships

• HNC/HND in a relevant subject or equivalent relevant work experience.

Knowledge and Skills

• Proficient in Microsoft Office applications, particularly Word, Excel and Outlook.

• Excellent administrative and organisational skills with the ability to manage competing priorities and meet deadlines.

• Excellent written and verbal communication skills.

• Strong customer service skills with the ability to communicate professionally and effectively with students, staff and external stakeholders.

• Ability to maintain accurate records and process information with a high degree of accuracy and attention to detail.

• Ability to handle confidential and sensitive information appropriately.

• Flexible and adaptable approach to work with the ability to respond to changing priorities and service requirements.

• Ability to use own initiative and work independently as well as part of a team.

• Strong team-working skills and willingness to support colleagues across a range of activities.

Experience

• Demonstrable commitment to providing excellent customer service.

• Experience of working in an administrative role within a busy environment.

• Experience of working to deadlines and managing competing priorities.

• Experience of maintaining accurate records and information.

• Experience of communicating with a range of customers or stakeholders.

• Experience of using databases, spreadsheets or other information systems.

DESIRABLE REQUIREMENTS

Knowledge and Skills

• Understanding of academic administration or student-related processes.

• Basic understanding of data protection and records management requirements.

Experience

• Experience of working in a higher education environment.

• Experience of supporting meetings, including preparing agendas, papers and minutes.

• Experience of maintaining student or customer records.

• Experience of producing basic reports, spreadsheets or statistical information.

• Experience of supporting events or visits involving external stakeholders.

Behaviours

Behaviour 1: Communication - Ability to receive, understand and convey both straightforward information, and information requiring careful explanation, in a clear and accurate manner

Behaviour 2: Team Development - Experience of providing advice or guidance to new starts delivering training or instruction to others on specific tasks or activities

Behaviour 3: Service Delivery - Experience of giving customers a positive and satisfactory service, by providing accurate and up to date knowledge of services available in own and related areas of work

Behaviour 4: Pastoral Care and Welfare - Experience of calming and reassuring those with work/study related problems who may be experiencing distress

Salary: 26615.00 - 29354.00 GBP per Year

Position Type: Full Time , Permanent 35.0 Hours per Week