

Job Description

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| Job title | Administrative Officer |
| School / department | Academic Administration |
| Grade | 5 |
| Line manager | Schools & Colleges Administration Manager |
| Responsible for (direct reports) | N/A |
| Date of creation or review | 24/02/2025 |

Main purpose of the job

- To undertake the administration for a range of course(s), acting as a focus for students, staff and Professional bodies, facilitating activity between those courses and other parts of the University.
- To contribute towards the effective, efficient and professional administration of the Schools/Colleges.

Key areas of responsibility

Specific Tasks and Duties

- Be responsible for the day-to-day administration for an allocated range of courses.
- To assist as required with the recruitment and admission of new students.
- To assist with the monitoring of student attendance and confirmation of attendance when required.
- To assist in the enrolment process for all students, including scanning of student information to comply with the UK Visa Immigration requirements, undertaking routine fee assessment and identity checks as required.
- Facilitate assessment processes as they apply to the courses allocated, and act as a point of contact on these systems for students and staff on the programmes.
- Enrol students and input their information into the university's student record system (SITS). This will include liaison with the relevant university teams, such as Academic Administration, Data and Finance.
- Be responsible for entering marks and producing board matrices at module, progression, and award levels.
- Present at assessment boards to note any agreed changes and ensure accurate documentation of decisions.
- Ensure the accurate recording of student data in hard copy and on SITS, and to update it promptly, to reflect any changes in students' circumstances.
- Deal with students' queries on assignments and facilitate requests for extensions or mitigation.
- Record on SITS the outcomes of students' assessed work.

- Provide administrative support to the course teams, such as corresponding with students, and assisting with the production of learning materials or marketing information.
- Ensure the accurate recording on SITS of data about the courses, checking this data regularly and updating it in the light of any changes to the courses or their modules.
- Assist as required with any cross-school initiatives or activities which may from time to time arise, such as graduation ceremonies or external quality audits.
- Liaise as necessary with External Examiners or external professional bodies.
- Assist with the production of student and course data required for planning and management within the School.
- Act as secretary to the relevant assessment boards, subject / course team meetings and other meetings as may from time to time be held within the School. In line with the University's quality assurance procedures, and working with the Chair of the relevant meeting, this will include drawing up the agenda, writing minutes, and ensuring that any decisions taken are acted upon.
- Working with the other administrators within the School, to ensure that reception duties are covered at all times.
- Advise and assist students with administrative or other queries, referring them where appropriate to other parts of the school or the university.
- To assist at Graduation ceremonies.
- To provide an excellent customer service to students at all times; assisting with face-to-face queries at the counter; answering telephone calls and responding to all emails and queries in a timely manner.

Planning and Organising

- Planning and prioritising of own workload to ensure that all deadlines are met in line with the School tasks and the University Annual Calendar of activities.
- To take individual responsibility for own area of work and be able to work on own initiative as required.
- To maintain an awareness of key activities within the Student Lifecycle.

Internal and External Communication and Customer Interface

- To adopt a professional, flexible and customer-focussed approach in all communications and ensure that an effective and excellent standard of service is provided at all times to the University Community.
- To deal with written and telephone enquiries from the public and external professional bodies sensitively and confidentially, escalating issues/queries to the Line Manager when appropriate.
- Assist with maintaining good communications with the Student Community.
- To use effective communication skills, both oral and written, to deal tactfully, efficiently and effectively with people at all levels, including students, management, academic and administrative staff, and support staff across the University.
- Be an effective team member and participate in relevant meetings, workshops, training events, etc., as requested by the Line Manager.
- To process all information received from internal and external bodies in a timely

manner, and communicate information to colleagues appropriately.

Quality

- Ensuring that the standard of own work is always maintained at a high level, with strict attention to detail and accuracy at all times.
- To maintain accurate records and files in accordance with University policies and procedures.
- To ensure compliance with Health and Safety regulations and the Data Protection Act.
- To work within the bounds of the University's processes, procedures and guidelines.
- To participate in the University's quality assurance process.
- To adhere to all of the University's procedures and policies, and Financial Regulations.
- To work in accordance with UWL's equality and diversity policies.

Specialist Knowledge

It is essential that the person appointed has, or is willing to work towards achieving and maintaining, the following knowledge:

- An in-depth understanding of the Student Lifecycle and related business processes.
- An understanding of the requirements and student-related operations of the following:
 - The University regulatory framework, including the Student Handbook and the Undergraduate and Postgraduate Supplements
 - An understanding of the Student Record System (currently SITS) and attending training sessions to maintain knowledge and understanding of the student record system.
 - Proficiency in Microsoft Office products and attending training sessions to maintain knowledge and proficiency in IT competencies.

In addition to the above areas of responsibility, the Postholder may be required to undertake any other reasonable duties relating to the broad scope of the position.

Dimensions / background information

The Academic Administration Department at the University of West London is dedicated to providing comprehensive support to students throughout their academic journey. Our team of experienced administrators is here to assist with a wide range of services. Located at both the Ealing and Brentford campuses, our department is committed to fostering a supportive and organised environment, helping students navigate their academic responsibilities with ease.

Person Specification

| | Criteria | Essential or Desirable ¹ | Demonstrated ² | | |
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| | | | Application | Interview | Test / Exercise |
| Qualifications and/or membership of prof. bodies | Degree or equivalent/ relevant work experience | Essential | X | X | |
| Knowledge and experience | Experience working in a customer- facing office environment, involving both data inputting and contact with customers | Essential | X | X | |
| | Experience of, working and/or studying, in Higher Education | Essential | | | |
| | Experience of working within a team in a changing environment and frequently under pressure | Essential | X | X | |
| | Experience of planning and prioritising work | Essential | X | X | |
| | Understanding of cross-cultural awareness, working with a diverse community | Essential | X | X | |
| | Experience of data entry and retrieval activities on a large database, preferably student records | Desirable | X | X | |
| | Experience in organising and servicing committee meetings | Desirable | X | X | |
| | Knowledge of the SITS student record and tracking system | Desirable | X | X | |
| Specific skills to the job | Excellent customer service skills with the proven ability to be helpful and patient, and to have empathy | Essential | X | X | |
| | Excellent IT skills, especially MS Office applications (Word and Excel) and an understanding of computer systems, databases and email experience | Essential | X | X | |

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| | Understanding of the issues in Higher Education, either through personal experience or previous work in HE | Desirable | X | X | |
| | Report writing and presentation skills | Desirable | X | X | |
| | Ability to understand data manipulation and retrieval | Desirable | X | X | |
| General skills | Able to work methodically and follow set processes and procedures accurately | Essential | X | X | |
| | Good numeracy skills and literacy skills | Essential | X | X | |
| | Good understanding of data integrity and attention to detail regarding data quality | Essential | X | X | |
| Other | Ability to deal with queries and escalate issues appropriately | Essential | X | X | |
| | Ability to balance conflicting workloads and prioritise own workload effectively | Essential | X | X | |
| | Ability to adapt to change and willingness to learn new IT skills and attend training courses | Essential | X | X | |
| | Ability to respect a high level of confidentiality at all times | Essential | X | X | |
| | Ability to work as a flexible and effective member of a team and to work effectively within a team and contribute to the team's development and assist team members when necessary | Essential | X | X | |
| | Ability to communicate with a wide range of people at all levels both inside and outside of the University | Essential | X | X | |
| | Strong cultural awareness with an understanding of, and | Essential | X | X | |

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| | commitment to, equal opportunities | | | | |
| | Self- motivated, with a flexible approach to work | Essential | X | X | |
| | Problem solving ability and analytical skills | Essential | X | X | |
| | Able to use initiative | Essential | X | X | |

Disclosure and Barring Scheme Is a DBS Check required: DBS (This post does not require a DBS check)

Before making a selection, please refer to the University's [Disclosure and Barring Checks Guidance for Staff](#) and [Criminal Convictions, Disclosures and Barring Staff Policy and Procedure](#). If a DBS check is required for the role, a **Check Approval Form** will need to be completed.

¹Essential Criteria are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements, to determine which applicants to shortlist.

²Demonstration: Select the Recruitment Process stage at which the candidates will have to demonstrate that they meet the criteria. Criteria which have to be demonstrated at application stage should be mentioned in the Recruitment Information Pack as Pre-Selection/Killer Questions, Shortlisting Questions or Shortlisting Criteria. Other criteria should be evaluated and tested at interview stage (e.g. through interview questions) or through additional tests, exercises or presentations. Criteria can (and should) be demonstrated at multiple stages.