



**St George's School of Health and Medical Sciences**

**City St George's, University of London**

**Education Operations**

**Programme Administrator**

**Ref:722-24-R**

**JOB DESCRIPTION**

<b>Post Title</b>	Programme Administrator
<b>Grade</b>	Grade 4
<b>Contract type</b>	Permanent, Full-time
<b>Responsible to</b>	Programme Manager, Tooting
<b>Accountable to</b>	Head of Administration for Centre for Allied Health, Tooting
<b>Responsible for</b>	N/A
<b>Liaises with</b>	Programme Administration Team, Placement Administration Team, Registry, Academic Course Teams

**Overall purpose of job**

The Programme Administrator is responsible for supporting the administration of one or more programmes within the Centre for Allied Health. The post holder will take responsibility for a number of duties in support of the smooth running of programmes and excellent service to students.

**Main Duties and Responsibilities**

**Programme Administration**

- Provide effective administration to a designated suite of programmes / modules ensuring accurate record keeping in respect of course and student data.



- Organise the production of guides, handbooks and other programme-specific materials, liaising with relevant academic and professional colleagues.
- Provide support for all aspects of student and programme administration including, induction, enrolment, discontinuations / recommencements, extenuating circumstances and transfers, assessments and examinations.
- Prepare all necessary documentation and administration support for Assessment / Exam boards.
- Respond to enquiries from students, academic and administrative colleagues and others external to the University.
- Attend, and where requested providing secretariat support for, programme and module meetings, boards and committees ensuring that outcomes are appropriately communicated

### Student Services Support

- Deliver a student-focused service that is consistently professional, welcoming, reliable, accessible and effective.
- Staff the Student Help Desk (on a rota basis) acting as first point of contact for students and providing effective sign-posting to all other University services for students.

### Data and Record Management

- Maintain accurate and up-to-date records using the University's student records system (SITS) and where required extract data and run reports.
- Support in the collection, analysis and data reporting of financial student information
- Develop and maintain operational knowledge of student records in SITS in order to support the administrative processes across the student and programme lifecycle.
- Input and maintain student and module information on the relevant Virtual Learning Environment (VLE) as requested.
- Maintain and archive records as appropriate

### Placement Support

- Provide administrative assistance to the Placements Team, including processing travel claims.
- Using your excellent communication and negotiation skills support placement allocation activities under guidance and work with internal clinical coordinators and external partners as required.
- Input and maintain placement information on the relevant placement management system.
- Assist in the administration and processing of Placement Agreements for new prospective practice partners.
- Attend, contribute to and/or service relevant placement meetings as requested.
- Respond to enquiries face-to-face, by telephone, in writing and by email from students, academic and administrative colleagues, external partners and other enquirers.
- Maintain effective working relationships with University colleagues and external partners.

### Other Responsibilities

- Make a positive and active contribution to team meetings and, with agreement of your line manager, to other University committees, initiatives and developments.



- Develop and maintain effective working relationships with colleagues within the administration team across relevant areas of the University.
- As a member of the Student and Programme Administration Team, play an active role in working collegially to develop new initiatives, resolve issues and harness a shared approach to achieving a high standing in professional service.
- Undertake other duties commensurate with your Grade as requested by the line manager.

It is expected that staff working at St George's, University of London will be involved in our mentoring and tutoring activities, as appropriate, as well as supporting admissions, student recruitment and access and widening participation activities (MMI interviews, Open Days, school visits, clearing etc) where applicable. All academic staff are expected to act as a personal tutor.

You are also expected to undertake other activities appropriate to your grade as directed by your manager. This job description reflects the present requirements of the post. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder from time to time. St George's, University of London aims to provide opportunities for all its employees to develop the skills required to be successful in their role and to further develop their careers.

St George's, University of London, is committed to the San Francisco Declaration on Research Assessment (DORA) principles.



### Person Specification

Criteria	Description	Essential/ Desirable	How it is to be tested
<b>Qualifications</b>	Good education to A-Level standard, or equivalent	E	AF
	Good standard of general education (including English and Maths)	E	AF
<b>Experience</b>	Previous experience of administration	E	<b>SS1</b> , AF
	Experience of course/student administration	D	INT
<b>Knowledge/ Skills</b>	An organised and professional approach to work with the ability to manage your workload, schedule tasks and prioritise between important and urgent tasks to meet deadlines.	E	<b>SS2</b> , INT
	The ability to provide professional, high quality and customer-focused administrative support, and work as part of a team to improve processes and maintain standards.	E	<b>SS3</b> , INT
	Excellent IT skills including the use of Microsoft Word and Excel, email and the internet, as well as experience of using databases and a willingness to learn the use of new software	E	<b>SS4</b> , INT
	High attention to detail	E	INT
<b>Personal Attributes</b>	The ability to listen carefully, understand situations and be responsive in working with others toward achieving a solution.	E	<b>SS5</b> , INT
	Flexible and adaptable in your approach to work, with the capacity to recognise and embrace new ideas and methods of working	E	INT



	The ability to work effectively as part of a team	E	INT
	Committed to Continuing Professional Development (CPD)	E	AF

**Key:**

PQ=Prerequisite Qualification, AF=Application Form, CV=Curriculum Vitae,  
 SS=Selection/Supporting Statements, ST=Selection Test/Presentation, INT=Interview

*Note: Elements marked SS (Supporting Statements) in the Person Specification will be highlighted in Step 6 (Supporting Statements) on the online application form. Applicants' answers to Step 6 are an essential part of the selection process. Applicants should write individual supporting statements to demonstrate how their qualifications, experience, skills and training fit each of the elements highlighted in this section.*

Applicants should address other elements of the Person Specification in Step 7 (Additional Information). Shortlisting will be based on applicants' responses to Step 6 and Step 7. Therefore applicants should complete both sections as fully as possible on the online application form.

**1. Organisation chart (optional)**

*To show where the role fits within the department or division.*

**2. Date**

06 August 2024



## About us

St George's School of Health and Medical Sciences is dedicated to medical, biomedical and allied health education, training and research. Sharing a clinical environment with a major London teaching hospital in southwest London, our innovative approach to education results in well-rounded and highly skilled clinicians, scientists, and health and social care professionals.

St George's has a long and illustrious history of training healthcare professionals, dating back more than 270 years. We are well known for our innovative approach to medical education, being the first UK institution to launch a Graduate Entry Medicine Programme, a four-year fast-track medical degree course open to graduates in any discipline. Now part of City St George's, University of London, St George's was the number one university in the UK for Graduate Prospects (on track), according to the Complete University Guide 2024 and second for Graduate Prospects in the 2024 Times UK University Rankings.

Our internationally recognised research delivers cutting-edge scientific discovery through four specialist Research Institutes, directly helping patients through our close links to the clinical frontline and London's diverse community. St George's was ranked joint 8th in the UK by the Times Higher Education in their Research Excellence Framework (REF) 2021 Impact Scores. 36% of St George's research was assessed as 'world-leading' and 100% of our impact cases were judged to be either 'world-leading' or 'internationally excellent.' Our Institutes focus on biomedical and scientific discovery, advancing the prevention and treatment of disease in the fields of population health, neuroscience, heart disease and infection - four of the greatest challenges to global health in the 21st century. Our values keep St George's striving to deliver its mission and demonstrate how we aspire to CARE for ourselves and others:

- Collaboration - We work as a community and engage external partners to deliver our mission.
- Ambition - We strive to achieve the best for ourselves and others, responding dynamically to new challenges.
- Respect - We are open-minded, listening to others and valuing different perspectives.
- Equity - We are inclusive, tackling inequity in all its forms.

The diversity of the people within our community at St George's is one of our strengths. We benefit hugely from the range of perspectives that come from the different backgrounds, opinions and beliefs of our staff and students and, in recognising that, we want to put our approach to diversity and inclusion firmly at our core.

More information about St George's School of Health and Medical Sciences can be found at [www.sgul.ac.uk](http://www.sgul.ac.uk).

City, University of London and St George's, University of London completed a merger on 1 August 2024, creating a powerful multi-faculty, multi-site, institution. The combined university will become one of the largest suppliers of the health workforce in the capital, as well as one of the largest higher education destinations for London students. If you have any questions, you can email [hrhelp@sgul.ac.uk](mailto:hrhelp@sgul.ac.uk) with enquiries.



St George's School of Health and Medical Sciences currently offers a range of employee benefits:

**Salary:** **£28,759** pa, (pro-rated for part-time staff). The salary range for **Grade 4** is **£28,759 – £32,332** and appointment is usually made at the minimum point.

**Hours:** 35 hours per week which can be done flexibly in various ways or part time/job share can also be considered. Staff are expected to work the hours necessary to meet the requirements of the role and this will be dependent on the service area.

**Annual leave:** 30 days per annum. Plus eight UK public holidays and four days when City St George's, University of London is closed (usually between Christmas and New Year). Part time staff receive a pro rata entitlement.

**Pension:** Membership of competitive pension schemes with generous employer contribution and a range of extra benefits.

[Superannuation Arrangements of the University of London \(SAUL\)](#)

[London Pension Fund Authority \(LPFA\)](#)

[Universities Superannuation Scheme \(USS\)](#)

[National Health Services Pension Scheme \(NHSPS\) \(existing members only\)](#)

**Flexible working** Flexible working, including part-time or reduced hours of work, opportunities to work from home for many posts, compressed hours and local flexibility in agreeing start and finish times of work.

**Travel** City St George's, University of London offers an interest free season ticket loan and participates in the [Cycle to Work Scheme](#).

**Gift Aid** If you would like to make a tax-free donation to a charity of your choice, this can be arranged through our Payroll.

**Sports and Leisure Facilities** Rob Lowe Sports Centre, situated on the St George's Healthcare NHS Trust site offers exercise facilities that can be utilised by City St George's, University of London staff.

Within walking distance from St George's is Tooting Leisure Centre. Facilities include a swimming pool, gym and various exercise classes. The Centre offers staff an all-inclusive corporate membership. For more information please contact [Tooting Leisure Centre](#).



**Shops and facilities** There are a number of shops and facilities situated on site including ATMs, student bar and shop, Pret a Manger, M&S Simply Food store, library and multi-faith room.

### **Informal enquiries**

Informal enquiries may be made via email to: [HRhelp@sgul.ac.uk](mailto:HRhelp@sgul.ac.uk)

### **Making an application**

All applicants are encouraged to apply on line at <http://jobs.sgul.ac.uk> as our system is user friendly and the online application form is simple to complete. Please note that CVs only will not be accepted.

For any accessibility issues please contact [hrhelp@sgul.ac.uk](mailto:hrhelp@sgul.ac.uk)

Closing date: **Tuesday 20 August 2024**

**Interview date will be on TBC.** As shortlisted candidates will be notified by email, it is imperative that you provide an email address that is accessed frequently.

Please quote reference **722-24-R**

We are delighted that you are interested in working at St George's School of Health and Medical Sciences. You will be notified of the outcome of your application by email. We aim to respond to all candidates within 5 weeks of the closing date of the vacancy.

