Job Title: MSc Administrator

Department/Division/Faculty: Computing/Faculty of Engineering

Campus location: South Kensington, London

Job Family/Level: Professional Services Family/Level 3a

Responsible to: Teaching Support Manager

Key Working Relationships (internal): Teaching Support Team, MSc Courses Director, Senior Tutor, Examinations Coordinator, Teaching Fellows and other members of departmental and College staff as appropriate

Contract type: Full-time, open-ended

Purpose of the Post

The Department of Computing offers a range of MSc core, advanced and specialist one-year degree courses, with an annual intake of around 210 students. As part of the Teaching Support Team, the MSc Administrator will provide full support for the Department’s MSc admissions and examination processes. They will also provide support and backup for the Undergraduate Administrator as required. In addition the post holder will provide an efficient and effective service to the staff and students of the Department, covering the full range of activities in the Student Office. The post holder will be the main port of call for student services, supporting students with information and advice.

Key Responsibilities

MSc Admissions Support

- Processing all MSc applications in line with departmental and college policies and processes.
- Reviewing and checking MSc admissions documentation including recording applications, following up with applicants on incomplete documentation and liaising with Registry.
- Making informed recommendations on applications to the admissions tutors.
- Keeping accurate admissions records and generating reports on admissions statistics.
- Updating departmental and college systems with admissions decisions, and working with Registry to ensure accurate and up-to date information.
- Arranging open days, interviews and enrolment, and other activities relating to MSc admissions.
- Responding to enquiries from potential candidates and applicants.

Examination Administrative Duties

- Providing administrative support for MSc and Undergraduate examinations which includes assisting the Examinations Officer with the day-to-day running of the examinations process, such as correspondence with academic staff, external examiners, students and the Registry, checking timetables and other exam documentation.
- Collection, distribution and safe storage of draft examination papers to and from academic staff and external examiners.
Job Description

- Responsible for booking examination rooms and arranging for the printing of examination papers.
- Maintaining and storing the stocks of examination stationery.
- Responsible for setting up examination rooms, including laying out answer books, calculators, seating plans, and liaising with the Computing Support Group to ensure all furniture and equipment for exams is in working order including arranging additional requirements as necessary for students taking their examinations.
- Ensuring invigilators arrive for their duties according to the invigilation timetable.
- Collating all examination materials and laying them out for the external examiners and organising the safe storage and secure disposal of examination scripts.
- Organising and minuting the MSc examiners’ meetings; arranging accommodation and dealing with expense claims for external examiners as required.
- To support the implementation of changes in the examinations process as they occur.

Student and Staff Support

- Acting as the first point of contact and providing information for staff, students and other internal and external visitors and callers to the Student Administration Office.
- Acting as the first point of contact for all MSc students, responding to queries from students and signposting.
- Liaison with other College divisions such as the Registry, Accommodations Office, Disability Office and International Office.
- Assistance with the production and dissemination of information to staff and students in a timely fashion using a variety of electronic and other media and the maintenance of confidential student files and databases.
- Compilation of class lists, tutor lists, student photograph sheets and statistical information and provision of information to academics for references for students.
- Maintenance and updating of MSc student records on departmental and college systems, working with Registry and departmental colleagues to ensure accurate and up-to-date information.
- Recording and returning of students’ coursework including distribution to the appropriate academic staff.
- Organisation of annual departmental prize giving ceremony, open days, taster days and liaising with students, guests, staff and sponsors.
- Ensuring the departmental and college websites for MSc courses are accurate and up to date, liaising with the Departmental Webmaster with regard to the posting of student course information.
- To deal with a wide range of day-to-day issues relating to the MSc courses.
- Responsibility for the facilities in the Student Administration Office, student pigeon holes and ordering of teaching-related purchases.
Job Description

- Recruitment, coordination and supervision of paid student helpers for teaching and admissions related events (interview/open/taster days), including conducting Right to Work checks.

- Providing support to the MSc Director as necessary.

Other

- Support other Teaching Support Team members at busy times of year, to ensure efficient service delivery, as directed by the Teaching Support Manager.

- To ensure confidentiality and integrity of all student and candidate information in accordance with the Data Protection Act.

Person Specification

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<tr>
<th>Requirements</th>
<th>Essential (E)/ Desirable (D)</th>
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<td>Candidates/post holders will be expected to demonstrate the following</td>
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<table>
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<tr>
<th>Education</th>
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<tr>
<td>Educated to A level standard or equivalent</td>
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<tr>
<td>Degree</td>
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<th>Experience and Knowledge</th>
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<td>Experience of working in a busy administrative role, preferably within an academic environment</td>
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<td>Experience of dealing with confidential material at a senior level</td>
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<tr>
<td>Experience of dealing with admissions and examination processes</td>
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<td>Basic knowledge of accounts e.g. processing expense claims</td>
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<th>Skills &amp; Abilities</th>
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<td>Strong IT skills, including a working knowledge of Microsoft Office and databases</td>
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<td>Excellent communication and customer service skills including a polite telephone and email manner</td>
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<td>Commitment to producing quality work using accuracy and attention to detail</td>
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<td>Ability to interact with all levels of staff and students with confidence and diplomacy</td>
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<td>Ability to perform effectively under pressure, with excellent organisational and time management skills</td>
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<td>Ability to be proactive and demonstrate initiative in carrying out administrative procedures</td>
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<td>Ability to work independently and with limited supervision</td>
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<td>Willingness to work effectively as part of a team</td>
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Please note that job descriptions cannot be exhaustive and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

Imperial College is committed to equality of opportunity and to eliminating discrimination. All employees are expected to follow the 7 Imperial Expectations detailed below:

1) Champion a positive approach to change and opportunity
2) Encourage inclusive participation and eliminate discrimination
3) Communicate regularly and effectively within and across teams
4) Consider the thoughts and expectations of others
5) Deliver positive outcomes
6) Develop and grow skills and expertise
7) Work in a planned and managed way

Employees are also required to comply with all College policies and regulations paying special attention to:

- Confidentiality
- Conflict of Interest
- Data Protection
- Equal Opportunities
- Financial Regulations
- Health and Safety
- Information Technology
- Smoking
- Private Engagements and Register of Interests
- Financial Regulations
- Health and Safety
- Information Technology
- Smoking

They must also undertake specific training and assume responsibility for safety relevant to specific roles, as set out on the [College Website Health and Safety Structure and Responsibilities](#) page.

The College is a proud signatory to the San-Francisco Declaration on Research Assessment (DORA), which means that in hiring and promotion decisions, we evaluate applicants on the quality of their work, not the journal impact factor where it is published. For more information, see [https://www.imperial.ac.uk/research-and-innovation/about-imperial-research/research-evaluation/](https://www.imperial.ac.uk/research-and-innovation/about-imperial-research/research-evaluation/)

The College believes that the use of animals in research is vital to improve human and animal health and welfare. Animals may only be used in research programmes where their use is shown to be necessary for developing new treatments and making medical advances. Imperial is committed to ensuring that, in cases where this research is deemed essential, all animals in the College’s care are treated with full respect, and that all staff involved with this work show due consideration at every level. [http://www.imperial.ac.uk/research-and-innovation/about-imperial-research/research-integrity/animal-research/](http://www.imperial.ac.uk/research-and-innovation/about-imperial-research/research-integrity/animal-research/)

Committed to equality and valuing diversity, we are an Athena SWAN Silver Award winner, a Stonewall Diversity Champion, a Disability Confident Employer and work in partnership with GIRES to promote respect for trans people.