

Job Title:	Programme Administrator (BSc Medical Biosciences)
Department/Division/Faculty:	Faculty Education Office (Medicine) (FEO)
Campus location:	Hammersmith (East Acton)
Job Family/Level:	Professional Services Level 3a
Salary Range:	£31,770 - £36,009 - per annum
Responsible to:	Programme Officer (BSc Medical Biosciences)
Line Management responsibility for:	N/A
Key Working Relationships (internal):	Head and Deputy Head of the Undergraduate School of Medicine, School Board members, Head of Programme, Heads of Year, FEO, Faculty of Medicine and academic and administrative staff, students, College staff including Registry and ICT.
Key Working Relationships (external):	External examiners, invigilators and project providers
Contract type:	Full time, open ended

Purpose of the Post

Background

Imperial College London's Faculty of Medicine is one of the largest medical institutions in Europe. The Medical School accepts more than 300 medical and biomedical science students each year.

The Faculty Education Office (FEO)

- Supports the development and delivery of undergraduate and postgraduate medical education.
- Provides professional knowledge and expertise in order to support policymaking and strategic planning for medical education.
- Delivers the central administration for the co-ordination of the undergraduate Medicine and Medical Biosciences programmes and for postgraduate education, working closely with academic staff and departmental and Faculty administration.

The FEO has approximately 50 members of management/administrative staff divided into 8 teams, over three campuses (South Kensington, Charing Cross and Hammersmith); a student counter information service is provided on these sites. The teams support undergraduate and postgraduate education, covering a wide remit including organisation of the curriculum and assessments, co-ordination of learning resources and information systems, and production of management information. The FEO is also responsible for supporting quality assurance systems, student welfare and liaison, student admissions, foundation programmes for newly qualified doctors and the management of funding streams to support education. The FEO supports College and Faculty educational initiatives and projects, a recent one being the opening of a joint medical school in Singapore.

The School of Medicine has recently published an ambitious educational strategy for the future of undergraduate medicine over the next five years. The Faculty Education Office plays a central role in these exciting plans by supporting our academics and clinicians to deliver an outstanding medical and biomedical education. We coordinate the student journey from admission to graduation, providing first-line services to students, supporting strategy and policy development, financial management, communications, governance and quality. We take great pride in enhancing our student experience, satisfaction and welfare, increasing our National Student Survey results year-on-year. And since 2012 we have been accredited with the

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independent standard 'Putting the Customer First' in recognition of our outstanding customer service culture and delivery.

The Post

The Programme Administrator will be part of a team and work closely with the Programme Officer. The Programme Administrator is responsible for administering and supporting the planning and delivery of all operational aspects of the BSc Medical Biosciences programme, and for supporting the Programme Officer in identifying, planning and implementing opportunities for improvement of existing administrative mechanisms, developing solutions and implementing approved changes.

Working closely with the Programme Manager, Head of Programme, Heads of Year and key academic leads, the post holder will provide the administrative support for the development and delivery of all aspects of the programme. The post holder will ensure that students are well supported, providing high quality, timely information and responding to queries in a professional but approachable manner. The post holder will also support integration across the programme, including educational initiatives and the development and review of the curriculum and assessments.

As part of the FEO department, the post holder is expected to spend a proportion of their time on the various College and School of Medicine/hospital sites as and when required.

Key Responsibilities

Programme administration

- Administer all aspects of the curriculum for the programme.
- Maintain accurate electronic student records, in line with FEO policy.
- Support the development of student timetables.
- Work closely with the Technology Enhanced Education team to ensure that students receive timely and accurate electronic timetables.
- Update programme information on the Virtual Learning Environment, taking ownership of the relevant pages.
- Coordinate the collation and uploading of e-module content to the Virtual Learning Environment, ensuring students have access to materials in advance of timetabled sessions.
- Support the allocation of students to tutors and groups.
- Support the production of programme materials such as event programmes, signage, news bulletins and posters.
- Support the in-course assessment and feedback processes for the programme, including project and workplace-based assessments.
- Contribute to all operational aspects of the examination and assessment processes, including the production of exam papers.
- Assist in the arrangement and management of examinations, collating documentation and recording relevant information.
- Assist with the setting of examination and assessment schedules.
- Contribute to identifying and booking examination space.
- Contribute to the recruitment, processing and approval of external examiners.
- Contribute to the recruitment and training of invigilators and student helpers.
- Support the organisation and allocation of student placements where applicable, considering the capacity of providers.
- Contribute to the allocation process for student prizes and awards.
- Work with other members of the FEO and academic teams to support students' transitions through the programme.

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Planning, management and analysis

- Service meetings as required.
- Undertake routine data manipulation and analysis, in line with FEO policy.
- Respond to enquiries of varying complexity from academic staff and students in a timely and courteous manner, seeking information from others to effectively answer queries, and making judgements about when to pass queries to others for reply.
- Learn to use the range of electronic systems employed by the FEO.

Liaison and customer Service

- Contribute to the day-to-day work of the FEO, working collaboratively across teams and providing assistance as required.
- Provide guidance, advice and timely and accurate information on matters related to the programme to internal and external stakeholders.
- Provide administrative support to key academic leads, principally the Head of Programme, Heads of Year, Module Leads and Head of Assessment and Feedback.
- Ensure timely and effective communications of all activities relating to the programme.
- Signpost and refer students to relevant services within the School and the wider College.
- Organise student and Faculty events such as Welcome Week, Conference Week and elective fairs.
- Provide a high level of customer service to students and staff.
- Provide student counter/reception services.
- Liaise with a range of internal and external stakeholders in a friendly, professional manner.
- Ensure that academic staff are informed of requirements in a timely manner in order that these are delivered to deadline.

Continuous Improvement

- Use technology, processes and systems to support the administrative service.
- Contribute to the enhancement of the student experience.
- Keep own knowledge and skills up-to-date and develop abilities and competences through on the job training and exposure to a range of activities, learning from more senior/experienced colleagues, and contributing fully to the appraisal process.
- Identify areas where operational improvements could be introduced, and
- Contribute to the improvement of working practices across the FEO.

Other

- Undertake other duties appropriate to the grade as required by Managers.
- Observe and comply with all College policies and regulations, including the key policies and procedures on Confidentiality, Conflict of Interest, Data Protection, Equal Opportunities, Ethics related, External Interests, Financial Regulations, Health and Safety, Imperial Expectations (for new leaders, managers and supervisors), Information Technology, and Smoking.
- Undertake specific safety responsibilities relevant to individual roles, as set out on the College Health and Safety Structure and Responsibilities web page: <http://www3.imperial.ac.uk/safety/policies/organisationandarrangements>.
- Undertake [Business Continuity responsibilities](#) relevant to individual roles.

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Person Specification

Requirements

Candidates/post holders will be expected to demonstrate the following:

**Essential (E)/
Desirable (D)**

Education	
Educated to A Level standard or equivalent.	E
Educated to degree standard, or equivalent.	D
Experience	
At least two years' experience of working in a customer-focused office.	E
Experience of providing a responsive, customer-focused service.	E
Experience of planning and progressing work activities within general guidelines, using initiative and judgment.	E
Experience of servicing meetings, minute taking and producing reports.	D
Experience of responding to non-routine work situations and escalating them to the appropriate colleagues.	E
Skills & Abilities	
Ability to work effectively in a multi-site organisation.	E
High level of computer literacy, a confident user of standard office applications.	E
Advanced user of Microsoft Excel, with the ability to use functions and formulae to manage large complex spreadsheets.	D
Excellent oral and written communication skills, including accurate grammar, spelling and punctuation.	E
Ability to set and work to deadlines, completing work to agreed time and quality standards.	E
Excellent interpersonal skills with the ability to deal pleasantly, confidently and effectively with a wide range of people through different channels.	E
Ability to communicate diplomatically but assertively with a wide range of people.	E
A methodical and accurate approach to work, with excellent attention to detail.	E
Effective analytical and problem-solving skills.	E
Ability to manage own workload through effective ordering of priorities and good organisation.	E
Ability to work independently and collaboratively with colleagues, providing help to others when required.	E
Ability to work calmly under pressure to meet competing deadlines.	E
Ability to adapt and work flexibly.	E
Ability to comply with regulations, policies and codes of practice.	E
Ability to follow and maintain standard operating procedures, using appropriate (new and existing) systems to support processes.	E

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) Communicate regularly and effectively within and across teams
- 3) Consider the thoughts and expectations of others
- 4) Deliver positive outcomes
- 5) Encourage inclusive participation and eliminate discrimination
- 6) Support and develop staff to optimise talent
- 7) Work in a planned and managed way

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

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

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.