

Programme Administrator			
<b>School / Department:</b>	Student and Teaching Administration – Student and Programme Admin	<b>Grade:</b>	Grade C
New appointees to Birmingham City University will ordinarily be appointed at the entry point of the appropriate grade			
<b>Responsible to:</b>	Student & Programme Administration Manager	<b>Responsible for:</b>	N/A
Job Purpose			
To support the administration of academic programmes in line with agreed university regulations, policies, and service standards, ensuring programmes adhere to institutional strategy. The postholder will provide professional administrative support to academics and students that is consistent with these frameworks. They will ensure administrative processes are completed accurately and on time, delivering a high-quality, student-focused service that supports effective programme delivery across the student lifecycle.			

Main Activities and Responsibilities
<ol style="list-style-type: none"> <li>1. Provide comprehensive administrative support across the academic lifecycle, in line with regulations, policies and service standards.</li> <li>2. Maintain accurate student and programme records using university systems, ensuring compliance with institutional requirements.</li> <li>3. Respond professionally and promptly to enquiries from students, academic staff and other colleagues.</li> <li>4. Prepare and process assessment data, including marks entry, exam board preparation, and communication of results.</li> <li>5. Support the administration of programme changes, withdrawals, interruptions, and transfers.</li> <li>6. Provide administrative support for programme-related meetings, including minute-taking and preparation of documentation.</li> <li>7. Contribute to the implementation of standardised processes across programmes, ensuring consistency and efficiency.</li> <li>8. Work collaboratively with other administrators across the institution to share knowledge and best practice.</li> <li>9. Assist with the collection and processing of student engagement and attendance data.</li> <li>10. Support key university events such as enrolment, graduation and open days as required.</li> <li>11. Supporting University events such as enrolment, graduation, open days, and clearing as required.</li> </ol>

<b>Person Specification</b>	
<b>Essential Criteria</b>	<b>Application Form / Support Statement / Interview</b>
1. Experience of working in a busy administrative role.	Application Form / Support Statement / Interview
2. Skills in organising and prioritising workloads effectively to meet deadlines.	Application Form / Support Statement / Interview
3. Experience of using digital systems to manage data and records.	Application Form / Support Statement / Interview
4. Strong attention to detail and commitment to accuracy.	Application Form / Support Statement / Interview
5. Excellent interpersonal and communication skills.	Application Form / Support Statement / Interview
6. Ability to work effectively as part of a team.	Application Form / Support Statement / Interview
7. Experience of responding to enquiries in a professional manner.	Application Form / Support Statement / Interview
8. A commitment to delivering excellent service to students and staff.	Application Form / Support Statement / Interview
<b>Desirable Criteria</b>	
9. Experience working in higher or further education.	Application Form / Support Statement / Interview
10. Familiarity with student records systems or virtual learning environments.	Application Form / Support Statement / Interview
11. Understanding of key stages in the student lifecycle.	Application Form / Support Statement / Interview

- Application Form – assessed against the application form. Normally used to evaluate factual evidence e.g. award of a qualification. Will be assessed as part of the shortlisting process.
- Cover Letter & CV - applicants are asked to provide a statement to demonstrate how they meet the criteria, and may reference their CV. The response will be assessed as part of the shortlisting process.
- Interview – assessed during the interview process by either competency-based interview questions, tests, work-related exercise, presentation and discussion, or teaching session etc.