Job Description

Teaching Administrator

UCL Institute of the Americas

Grade: Grade 6

Salary: £29,152 - £34,153 pro-rata per annum incl. London Allowance

Hours of Work: 21.9 hours per week (0.6 FTE). This is a job share position working Monday-Wednesday

Duration: 12 months career break cover starting 15 March 2021

Location: 51 Gordon Square (currently remote working)

Reports to
Senior Teaching Administrator

Context

The UCL Institute of the Americas (UCL-IA) is a leading multidisciplinary specialist institution for the study of Latin America, the United States, the Caribbean and Canada. In the UK it acts as a focal point for students and researchers seeking to develop in-depth regional and continental knowledge of the Americas. As a centre for Postgraduate study specializing in the social sciences and modern history of the Americas, it offers two undergraduate degree programmes, six taught postgraduate degree programmes, and provides specialist supervision to doctoral level on a wide range of topics and all four main regions of the Americas. Our portfolio of degree programmes can be viewed here: https://www.ucl.ac.uk/americas/study.

The Institute collaborates with colleagues across UCL, including in the science departments; in the University of London; and across the UK to create a centre of excellence in research, teaching, research facilitation and public policy formulation on the Americas.

As part of its mission to promote specialist regional and comparative knowledge of the Americas, the Institute complements its teaching and research programmes by creating, supporting and coordinating national and international scholarly networks. It actively participates in knowledge exchange/public engagement, and organises its own programme of public lectures, seminars and specialist symposia serving the scholarly, diplomatic and public policy communities. The Institute has a Visiting Fellowship scheme and manages and edits the Palgrave Macmillan Series *Studies of the Americas.*

Located in central London, in the heart of Bloomsbury at 51 Gordon Square, the Institute of the Americas is within a ten-minute walk to the British Museum, and in addition to UCL's own world class library collection, it is close to the other major collections including the Senate House Library and the British Library.

The administrative team of the Institute is comprised of the Teaching Administrators (2 x 0.6 FTE as a job share position) reporting to the Senior Teaching Administrator (0.8 FTE), with both the Senior Teaching Administrator and the Events & Communications Officer (1.0 FTE) reporting to the Institute Manager. The Department and UCL as a whole attach particular importance to the

pastoral care of students and to providing a friendly and welcoming environment for their studies. Additionally, the Institute is community-minded and embodies a collegial spirit.

Main purpose of the job

Joint day-to-day responsibility for the efficient administration of the Institute's taught and research degree programmes with direction from the Senior Teaching Administrator.

Duties and responsibilities

Main duties and Responsibilities

The duties and responsibilities listed below are all the possible tasks involved in the Teaching Administrator role but will be shared with the current 0.6 FTE Teaching Administrator post holder.

Programme Administration

- Administration of taught and research students during the whole lifecycle from admissions to alumni with the appropriate application of academic regulations to individual student cases.
- First point of contact to prospective students, liaising with admissions and the Institute Admissions Tutors as appropriate.
- Plan and organise induction programmes and welcome information for all students in the Institute.
- Produce or update core programme resources for the taught degree programmes, including Student Handbooks, Programme Summaries, as well as assisting with setting up or amending module information on the Virtual Learning Environment (Moodle) in conjunction with Institute staff, UCL Departments and central services.
- Work with Institute staff to produce accurate entries in the UCL prospectus, advertisements, Moodle and web pages for the all degree programmes.
- Support the Senior Teaching Administrator with the production of accurate and comprehensive timetables for taught programmes through liaison with Programme Directors, lecturers and other UCL and other departments.
- Support the Senior Teaching Administrator with module and programme approvals administration and changes.

- Support the Senior Teaching Administrator in setting up any new degree programmes.
- Support the Senior Teaching Administrator with the administrative processes required for running an undergraduate Study Abroad year.
- Check and approve modules and programme diets in Portico in consultation with the Programme Directors.
- Adminster requests to study modules outside of UCL.
- Provide administrative support in the co-ordination of essay and dissertation topics.
- Process student requests to change modules, status, transfers and withdrawals.
- Work closely with the Departmental Tutors on the pastoral care of students and liaise with the Faculty Tutor on procedural and regulatory matters when required.
- Co-ordinate essay submissions, communicating with students and first/second markers to ensure the return of feedback within agreed timeframes.
- Monitor student attendance (including engagement monitoring activities) and appropriately raise and escalate student of concern situations.
- Undertake and oversee programme quality assurance processes, such as the Annual Academic Review and Annual Monitoring including arranging student feedback questionnaires and collating/analyzing results.
- Work closely with Senior Teaching Administrator to review administration processes which support teaching and learning processes, making suggestions for improvements.
- Act as main point of contact between staff and students and provide administrative support to academic staff relating to the administration of degree programmes and courses.
- Advise and update academic staff on all aspects of the taught and research student life cycle including UCL procedures and regulations, changes to registration and scholarship opportunities.

Student Records and Enquiries

- Front of house duties, facilitating both general and specific queries from students, staff and the general public.
- First point of contact for students in person, by telephone and email on all programme matters, offering advice and support in liaison with relevant stakeholders to bring enquiries to resolution or referral as appropriate.
- Appropriate support of students in occasional situations of heightened stress or distress; providing support for international students (e.g. banking, culture shock, homesickness) and

providing initial support in cases of deferring and withdrawing from study.

- Maintain a professional working relationship with central services, ensuring a high standard of report and communication flows between the Institute and UCL Registry, the Faculty Office and Student Services etc.
- Maintain student records using UCL systems (e.g. Portico) and local databases and files including robust alumni records, adhering to data protection and freedom of information policies.
- Produce documentation for students on request.
- Work with Institute staff to ensure that entries in the UCL prospectus, advertisements, Moodle and web pages related to programme information are accurate and up-to-date.

Examinations and Assessment
- Act as Examination Liaison Officer with overall responsibility for all aspects of examination administration within the department, including;
  o Using Portico to register student module selections, web mark entry and award calculations.
  o Assisting with arrangements for External Examiners including moderation activities.
  o Processing and maintaining records of extenuating circumstances.

Committees (Meetings and Reports)
- Responsible for servicing the SSCC (Staff-Student Consultative Committee) and DTC (Departmental Teaching Committee) and any other teaching or student related meetings including ensuring that agreed action points are carried out by the relevant staff.
- Act as secretary for all Institute Examination Boards.
- Produce reports on student data as requested by Institute staff and the Faculty Office.

Administrative Support
- Support the Senior Teaching Administrator in the administration of all scholarships for which students are eligible.
- Support the Senior Teaching Administrator in the administration of Master's students applying for fieldwork grants.
- Support the Senior Teaching Administrator in undertaking the annual Student Load return.
- Involvement in student recruitment initiatives and publicity as developed in conjunction with Institute and Faculty staff, including the co-

ordination of Open Days (which are occasionally held evenings and weekends).

Other Duties
- To actively follow and promote UCL policies, including Equality, Diversity and Inclusion.
- To maintain an awareness and observation of fire and health and safety regulations.
- To carry out any other duties commensurate with the grade and purpose of the post.

This job description reflects the present requirements of the post, and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post holder.

Person Specification

Criteria	Essential (E) or Desirable (D)	Assessment method (Application/Interview)
Qualifications, experience and knowledge		
Educated to A Level standard or equivalent (GCSE English and Maths at a minimum of grade C or equivalent).	E	Application
Experience of working in a complex administrative role in HE or a teaching and learning environment.	E	Application
Knowledge and experience of the UK education system and student related issues, including pastoral care of students.	E	Application/Interview
Demonstrable experience of excellent organisational ability.	E	Application/Interview
Knowledge and experience of student database systems.	E	Application
Experience of undertaking teaching administration.	E	Application
Experience of undertaking both undergraduate and postgraduate teaching administration.	D	Application
Experience of administering the Study Abroad element of a degree programme.	D	Application/Interview
Experience of undertaking student admissions administration.	D	Application/Interview
Knowledge and experience of Virtual Learning Environments such as Moodle.	D	Application/Interview
Skills and abilities		
Clear verbal and written communication skills (including accurate grammar, spelling and punctuation).	E	Application/Interview
Excellent working knowledge of IT software including Word, Excel, Outlook, databases, email and the internet.	E	Application/Interview
A good level of numeracy and the ability to accurately work with numerical data.	E	Application/Interview
Proven ability to compile and construct agendas, take accurate minutes for meetings and draft correspondence.	E	Application/Interview
Personal attributes		
Excellent interpersonal skills, which enable the postholder to liaise and build good relationships with a variety of people, at all levels of the university and externally (both public and private organisations).	E	Application/Interview

Criteria	Essential (E) or Desirable (D)	Assessment method (Application/Interview)
Ability to respond sensitively to student pastoral concerns (on occasion distressed students), and maintain confidentiality.	E	Application/Interview
Ability to meet tight deadlines and manage own workload in a busy environment, through effective prioritising, time management and organisational skills.	E	Application/Interview
Ability to manage expectations of stakeholders, responding to changing priorities using a proactive approach.	E	Application/Interview
Ability to work effectively with minimal supervision both independently and also as part of a team, recognising when advice or input needs to be sought.	E	Application/Interview
Ability and flexibility to problem-solve and work calmly under frequent interruptions whilst maintaining close attention to detail and accuracy.	E	Application/Interview
Willingness and ability to undertake training and adapt to new systems quickly.	E	Application/Interview

How to apply

Apply online at http://www.ucl.ac.uk/hr/jobs/

You will need to register to use the system if you have not used it before. You are able to do this after you have clicked on the 'Apply now' button at the bottom of the advertisement.

Queries regarding the application procedure should be addressed to Rachel Cronkshaw, Institute Manager.
(tel: 020 7679 9748 email: r.cronkshaw@ucl.ac.uk)

Queries regarding the requirements of the job should be addressed to Antonella Silvestro, Senior Teaching Administrator (tel: 020 7679 9746, email: a.silvestro@ucl.ac.uk).