Level: Developing/Skilled

Programme Administration Grade 5

Typical role: Programme Assistance

Transferable skills and competencies

WORKING WITH PEOPLE

FOLLOWING INSTRUCTIONS AND PROCEDURES

LEARNING AND RESEARCHING

Experiences

Activities and responsibilities likely to be required when working at this level

Supporting the effective delivery of education; first point of contact for responding to student programme-related queries by phone and email and face to face; dealing initially with routine enquiries and signposting other relevant services; able to understand, interpret and communicate set guidelines and procedures in order to support students; knowing when to refer complex problems to managers/colleagues; carrying out general administrative tasks to support the team as needed; supporting colleagues during busy times; taking responsibility for high volume, sometimes repetitive tasks (e.g. scanning exam papers for marking, attendance monitoring, returning coursework to students, checking coursework submissions); maintaining records and files; providing support for events as required, including ordering resources.

Personal and professional development

Development options to consider when working towards this level

On the job learning

Get involved with a project or work-stream where you can gain experience in supporting events and tasks; build familiarity with HE cycle and typical related student issues.

Learning from others

Gain some experience of working with an appropriate customer service etiquette; gain experience of collaborating with teams or groups on shared tasks.

Formal learning

Gain skills of use and application of MS Office packages (particularly Excel and Word).

UCL Ways of Working

These describe expected behaviours in line with UCL culture and values (see pages 40-41).
For Ways of Working indicators and steps to development please refer to the Ways of Working website
www.ucl.ac.uk/human-resources/policies-advice/ways-working

Level: Developing/Skilled

Programme Administration Grade 6

Typical roles: Programme Administration

Experiences
Activities and responsibilities likely to be required when working at this level

Supporting the effective delivery of education; coordinating the response and resolution to student programme-related issues, keeping your manager informed as to potential difficulties or problems; understanding and ensuring adherence to UCL policies and academic regulations, and their application to programme administration; understanding when to upwardly refer complex cases; liaise with other departments, services and external institutions in relation to the delivery of education, including supporting timetabling, organising/allocating seminar groups, organising events (such as field trips, clinical placements and industrial placements); providing information for organisation around assessments (including arranging marking and inputting of marks); collecting key student data for reporting purposes (e.g. attendance monitoring); where we deal with Postgraduate Research students managing the arrangements around upgrades, exams, awards and monitoring progress; prioritising and managing own workload; carry out routine administration and servicing committees; use of IT systems related to the delivery of the programme (e.g. Moodle, CMIS and Portico).

Personal and professional development
Development options to consider when working towards this level

On the job learning
Find an opportunity to support the collection of relevant data (e.g. timetable information); assist in the organisation of departmental events; work with colleagues to coordinate efforts in a particular task (e.g. timetabling).

Learning from others
Participate in established teaching and learning forums and communities (e.g. TA Forum and Conference, InEDITA).

Formal learning
Procurement package for placing orders and raising POs e.g. MyFinance; timetabling package e.g. CMIS, Portico, student record system e.g. SITS; Virtual Learning Environment e.g. Moodle; minute-taking, committee servicing; content management system e.g. Drupal

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Transferable skills and competencies

WRITING AND REPORTING

DEVELOPING RESULTS AND SETTING CUSTOMER EXPECTATIONS

FOLLOWING INSTRUCTIONS AND PROCEDURES

Level: Independent

Programme Administration Grade 7

Typical Roles: Programme Administration/Coordination

Transferable skills and competencies

RELATING AND NETWORKING

PLANNING AND ORGANISING

LEADING AND SUPERVISING

Experiences

Activities and responsibilities likely to be required when working at this level

Supporting the delivery of either a large complex programme and/or multiple programmes; can include providing line management/supervisory support for teams, acting as a point of escalation; ensuring the quality of the service being delivered and adherence to best practice; building and maintaining effective professional relationships with senior academic colleagues, particularly in relation to teaching delivery, and with external contributors to the programme as necessary: thorough understanding of regulation and legislation within and outside of UCL, and being able to apply and communicate appropriately; skilled user of IT programme systems (e.g. Moodle, CMIS and Portico); drafting and designing programme-related procedures and policies; carrying out and supervising a variety of activities in the support and planning for programmes including providing information for timetabling, servicing committees, organising/allocating seminar groups, organising events (such as field trips, clinical placements and industrial placements); organising student ambassadors to assist with open days; organisation around assessments (including arranging marking and inputting of marks); overseeing the collection of key student data (e.g. attendance monitoring) and managing the engagement monitoring process for compliance purposes; liaise with the programme director and other senior staff to support QA processes e.g. Annual Status of Education Report (ASER), academic review, gathering and sharing programme and module information and participating in the student load exercise; where we deal with Postgraduate Research students overseeing the arrangements around upgrades, exams and awards, and managing the monitoring process.

Personal and professional development

Development options to consider when working towards this level

On the job learning

Supervising or leading a small project (e.g. developing a SOP); developing an in depth understanding of HE; learning by applying regulations to specific cases; becoming familiar with Faculty or department-associated discipline.

Learning from others

Observe and learn from colleagues modelling good management of difficult student cases; seek out an experienced mentor for guidance; Join and participate in networks.

Formal learning

Recruitment/interview training including systems (e.g. Rome); appraisal training; student records system – advanced use (e.g. exam boards); online recruitment systems; training in finance (e.g. MyFinance).

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Level: Advanced

Programme Administration Grade 8

Typical Role: Management

Experiences

Activities and responsibilities likely to be required when working at this level

Leading and managing the administration of multiple programmes; providing line management for teams and acting as a point of escalation; reviewing and developing the quality of the service to promote best practice, overseeing the design of programme-related procedures and policies; thorough understanding of regulation and legislation within and outside of UCL – communicating these to senior staff, and informing/influencing UCL policy and regulations; skilled user of IT programme systems (e.g. Moodle, CMIS and Portico); managing varied activities to support and plan programmes including serving on committees, overseeing timetabling, programme events and organisation around assessments; overseeing collection of key student data (e.g. attendance) and acting as liaison point for central professional services; authorising student fees on student information system: Recruitment of student demonstrators/teaching assistants to modules; work closely with the programme director and senior staff to deliver QA processes (e.g. ASER and IQR), ensuring compliance with approval processes as part of the academic review, making necessary amendments and programme changes; overseeing student load exercise; overseeing Postgraduate Research support where applicable; building and maintaining effective professional relationships with senior academic staff and external contributors to the programme; acting to ensure consistency across the departments from Faculty perspective.

Transferable skills and competencies

COPING WITH PRESSURE AND SETBACKS

ADAPTING AND RESPONDING TO CHANGE

DECIDING AND INITIATING ACTION

Personal and professional development

Development options to consider when working towards this level

On the job learning

Develop the ability to deal with more complicated or difficult student cases/issues; gain experience of complex workload management, especially with multiple priorities; gain experience of managing people, including overseeing the work of a medium to large team; applying regulations in complicated cases; influencing decision-making – balancing needs and priorities.

Learning from others

Active participation in relevant forums and communities, contributing to their development (e.g. present at the TA conference, develop workshops); be a mentor; be a member of a community of practice.

Formal learning

HEA Fellowship and/or Certified Member of the Association of Learning Technology (CMALT); Finance and HR Systems (e.g. MyFinance/Axiom, SiP); management skills e.g. dealing with difficult people; project management training; personal skills development (e.g. resilience, team working/personal effectiveness.

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