Job Description

Senior Teaching & Learning Administrator
Reference : 1799598

Department: Electronic & Electrical Engineering

Reports to
Undergraduate Degree Administrator / Executive Assistant to Head of Department

Context
The Department of Electronic & Electrical Engineering is looking to recruit a Senior Teaching & Learning Administrator to join our Professional Services team.

The Department offers a number of innovative teaching programmes at both undergraduate and postgraduate level, covering cutting edge themes and taught by world research leaders in their fields.

We are proud of being a welcoming and vibrant community and this post is a key part of the team.

Main purpose of the job
This role will specialise in administering the designated courses/programmes, ensuring effective procedures are documented and adopted for dealing with all aspects including enquiries, applications, marketing, exams and progression. The post will lead in achieving a high quality and timely service to current and prospective students, and staff relating to the designated courses/programmes and beyond.

Whilst it is intended the post holder will be responsible for managing the Department’s Postgraduate Taught Programmes, the post holder will work as part of a Teaching and Learning Team, who collectively are responsible for managing the administration for all teaching and learning courses in the Department. It is intended that the team will work together, as and when required, to deliver a professional service to all students and taught courses in the Department.

The role will include management for all matters relating to the teaching and learning activities of students from enquiry to completion, incorporating organisation of committees and processes relating to assessment, student and course records. In order to succeed the role holder must be efficient, organised and take great care in attention to detail. In addition, the role requires interaction with many people within and external to UCL thus a professional attitude, willingness to help and a positive outlook are required in order to adequately execute the duties outlined.

Duties and responsibilities
Course/Programme Administration

1. Deal with/oversee arrangements for dealing with enquiries by telephone, email, letter and in person relating to entry requirements, progression.
2. Oversee and implement agreed recruitment, publicity and advertising to the designated courses/programmes. Arrange interviews, open days and summer schools for prospective students.

Grade: 7 £35,328 - £42,701 per annum inclusive of London Allowance.

Location: London
3. Organise the student induction week and assist students as they begin their studies, including advice on registration procedures.
4. Plan for the new and existing cohorts at start of session and all associated presentations, talks and surgeries for students.
5. Work with other administrators/academic programme directors to create and manage the departmental timetable for all designated taught courses, including the managing of room bookings and liaison with UCL staff in the implementation of the common college timetable.
6. Coordinate the student project process to include collating project proposals and arranging vivas.
7. Update and brief academic/teaching staff on student application procedures and course/programme procedures.
8. Liaise with relevant offices elsewhere in UCL, particularly the UCL Graduate School, Admissions Office, International Office and Student Records Office.
9. Responsible for uploading and maintaining departmental content on Moodle.
10. Responsible for updating entries in the UCL prospectus, advertising materials, course/programme handbooks and the web pages relating to designated course/programme, ensuring that they are accurate.
11. Organise logistics for student field trips/events throughout the year, occasionally attending trips to assist teaching staff in looking after students.

Student records and enquiries

1. Be the first point of contact for queries from staff and students, regarding UCL regulations, timetabling and pastoral guidance, and provide advice on procedures, programme choice, financial implications etc.
2. Create and maintain current and historic student records and statistics to assist with strategic planning and recommendations.
3. Process course changes, withdrawals and interruptions of study for students both internally and through correspondence with local authorities/sponsoring bodies/placements etc.
4. Assist with general student welfare, referring students to others as appropriate.
5. Co-ordinate and analyse student evaluation questionnaires, implementing changes according to feedback, as required.
6. Monitor attendance and engagement of students, keeping detailed records and taking appropriate action when required.
7. Liaise with appropriate Faculty and Registry Personnel in verifying and correcting student records – including liaison with the College Finance Office regarding student fee liability and debt collection.
8. Advise students on University scholarship information and organise departmental nominations for scholarships: both internal and external to UCL.
9. Liaise with Disability Services in seeking appropriate provision for students with disabilities.
10. Manage activities such as the CISCO international internship, providing advice and guidance to interested students.

Examinations and assessment

1. Manage all exams and assessment-related administration for students including the co-ordination of the production of examination papers. This includes securing papers set by academics internal and external to the Department, to deadline.
2. Co-ordinate project/course/programme submissions, marking and final reporting.
3. Service examination boards, including arranging meetings and minute taking and preparation of examination reports (such as preparation of marks and relevant statistics).
4. Collect and accurately record coursework marks during the academic session, monitoring student progress during the year and organising redistribution once marked.
5. Create and maintain paperwork for extenuating circumstances meetings, including medical and other documentation as necessary.
6. Act as Examination Liaison Officer in the department.
Committees, Meetings and Reports

1. Produce results reports and programme statistics for all designated courses/programmes and modules in the department (to inform committees, funding bodies, external audits and for UCL and departmental planning purposes).
2. Attend, contribute and service relevant committees, such as Teaching Committee, Recruitment, Exam Boards and Staff Student Consultative Committee (to include gathering agenda items, distributing paperwork, contributing to the meeting, taking and circulating minutes and ensuring that agreed actions are carried out by the relevant staff).
3. Arrange briefing of academic/teaching staff on relevant policies and procedures.
4. Keep informed about course and committee developments, attending meetings as required, and present this information to other relevant persons within the department.
5. Inform teaching/academic staff and examiners of changes in procedures, qualification criteria and other course regulations as applicable.

Administrative Support

1. Provide cover for other colleagues in busy periods or when staff are on annual or sick leave.
2. Respond to requests made under the General Data Protection Regulation (GDPR) and Freedom of Information Act relating to designated courses/programmes.
3. Make arrangements for workshops, meetings, seminars and other events relating to the designated courses/programme as and when required.
4. Implement new departmental or UCL systems and procedures as necessary.
5. Several social events are held for the students throughout the year. The post holder will be responsible to organising these and will need to be available to attend these events which will be held outside of office hours. Additional hours worked by attending events will be given back as time off in lieu.

Admissions

1. Manage the respective Admissions process for each of the MSc programmes.

Other duties

1. Management of alumni information, including job destination etc.
2. Managing and processing payments for guest speakers and lecturers on the MSc programmes.
3. Coordinating the registration, attendance and assessment of students attending modules on a flexible/CPD basis.

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.

The post holder will carry out any other duties as are within the scope, spirit and purpose of the job as requested by the line manager or Head of Department/Division.

The post holder will actively follow UCL policies including Equal Opportunities policies and be expected to give consideration within their role as to how they can actively advance equality of opportunity and good relations between people who share a relevant protected characteristic and people who do not share it.

The post holder will maintain an awareness and observation of Fire and Health & Safety Regulations.
# Person Specification

## Knowledge, Education, Qualifications & Training

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<th>Criteria</th>
<th>Essential or Desirable</th>
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<tr>
<td>Minimum of 5 GCSEs at Grade C or above (Including Mathematics and English Language) or equivalent, or having acquired relevant experience.</td>
<td>Essential</td>
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<td>Educated to A level standard (including A-C in 2 subjects), or equivalent experience such as report writing and interpreting data.</td>
<td>Essential</td>
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<tr>
<td>Educated to degree standard, or equivalent.</td>
<td>Desirable</td>
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<td>Knowledge of relevant GDPR requirements.</td>
<td>Desirable</td>
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## Skills and abilities

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<tr>
<td>Computer literate, including Word, Excel, Outlook and internet.</td>
<td>Essential</td>
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<td>Excellent verbal and written communication skills (including accurate grammar, spelling and punctuation).</td>
<td>Essential</td>
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<td>Report-writing skills.</td>
<td>Essential</td>
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<td>Good numeracy skills with the ability to present and interpret statistics.</td>
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<td>Excellent interpersonal skills and the ability to liaise with a variety of people, including the ability to relate to staff and students in a teaching and learning context.</td>
<td>Essential</td>
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<td>Ability to prioritise and organise own workload.</td>
<td>Essential</td>
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<td>Ability to work under pressure and manage high volumes of processing.</td>
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<td>Ability to work accurately and with thorough attention to detail.</td>
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<td>Ability to meet time-critical schedules.</td>
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<td>Ability to work independently and as part of a team.</td>
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<td>Ability to work confidentially and pro-actively.</td>
<td>Essential</td>
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<td>Be willing and able to learn and use new systems quickly, including UCL specific systems such as Portico.</td>
<td>Essential</td>
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<td>Commitment to high quality service provision.</td>
<td>Essential</td>
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<td><strong>Experience</strong></td>
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<td>Administrative work in a busy office environment.</td>
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<td>Administration in higher/further education or a teaching and learning environment.</td>
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<td>Course/Programme administration including dealing with student/customer enquiries.</td>
<td>Essential</td>
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<td><strong>Other requirements</strong></td>
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<td>Commitment to keeping skills and knowledge of courses/programmes, including qualifications and course regulations, up to date.</td>
<td>Essential</td>
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<td>During peaks of workload in respect of admissions/beginning of courses/programmes etc., the role holder will be required to work additional hours, including weekend working. Time off in lieu will be arranged to compensate.</td>
<td>Essential</td>
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About UCL and the Department of Electronic and Electrical Engineering

University College London (UCL) was founded in 1826 as the third university in England, after Oxford and Cambridge. UCL is the first university in England to admit students of any race, class or religion, and the first to welcome women on equal terms with men. UCL is organized into 11 constituent faculties, within which there are over 100 departments, institutes and research centres. UCL has 983 professors and more than 7000 academic staffs who are dedicated to research and teaching of the highest standards. Its student community is almost 36,000, the largest in the UK. There are 29 Nobel Prize winners and three Fields medalists amongst UCL’s alumni and current and former staff. UCL is the top rated university in the UK for research excellence (REF2014). It has a strong tradition and large knowledge base in medical research with a dedicated institute on Healthcare Engineering and 10+ hospitals. UCL has world-class support for researchers and has been voted the best place for postdoctoral researchers to work for consecutive years by The Scientist magazine. The main campus of UCL is located in central London, close to British Museum, West-End and Thames River.

The Department of Electronic and Electrical Engineering at UCL was established by Professor Sir Ambrose Fleming in 1885 and has a very strong research culture, state-of-the-art research equipment and facilities, and a very rich history of many fundamental research achievements in electronic and electrical engineering. The department has received top ratings in every UK research evaluation carried out to date.

Further information regarding UCL may be found at:
www.ucl.ac.uk/

Information about the departments may be found at:
www.ucl.ac.uk/eee

How to Apply

Interested applicants are encouraged to make Informal enquiries about the post to Vicky Coombes at v.coombes@ucl.ac.uk or Rhiannon Lloyd at r.lloyd@ucl.ac.uk

All applications should be submitted via UCL online recruitment system at the following link:
http://www.ucl.ac.uk/hr/jobs/

Job Reference: 1799598

If you have any queries regarding the application process please contact Vicky Coombes - v.coombes@ucl.ac.uk quoting reference 1799598

We particularly welcome applications from black and minority ethnic candidates as they are under-represented within UCL at this level.