Job Description

Taught Course Administrator

Department: Electronic & Electrical Engineering

Grade: 6 £29,089 - £34,090 per annum inclusive of London Allowance.

Location: London

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

Context
The Department of Electronic & Electrical Engineering is offering a secondment opportunity to join our Professional Services team as a Taught Course Administrator.

The ideal candidate will have a friendly and helpful attitude and will be able to work independently as well as part of a small team, within a relaxed and friendly environment.

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
Under the direction of the UG Degree Administrator / Executive Assistant to Head of Department and in conjunction with relevant academic staff, the postholder will provide specialist administration to the designated teaching programmes, ensuring effective procedures are documented and adopted for dealing with all aspects of their administration. This post will assist in achieving a high quality and timely service to current and prospective students, and staff relating to the designated courses/programmes and beyond.

The role will provide support for all matters relating to the teaching and learning activities of students from enquiry to completion, incorporating supporting committees and processes relating to assessment, student and course records.

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
The post holder will be expected to undertake the following duties, liaising with the UG Degree Administrator / Executive Assistant to Head of Department as necessary, and working with other key staff as appropriate in order to ensure that the Department’s and College’s requirements are met.

Course/Programme Administration

- Deal with enquiries by telephone, email, letter and in person relating to entry requirements and enrolment etc.
- Assist in recruitment initiatives and publicity including the co-ordination of Open Day events and interviews, as required.
- Assist with co-ordination of start of session arrangements; registration of new students,
collate welcome packs, safety booklets, timetables and other necessary documentation.

- Work with line managers and programme directors to set up induction week(s).
- Work with line managers and 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.
- Allocate students to courses/programmes/tutorials/projects/placements etc. in accordance with timetable structure and upload information on Portico. Confirm optional module registrations on Portico.
- Process and co-ordinate teaching materials, such as lecture notes, course outlines, study packs, assignments in paper and electronic format, necessitating liaison with teaching staff and students.
- Liaise with relevant offices elsewhere in UCL, particularly the Admissions Office, International Office and Student Records Office.
- Work with line managers and programme directors in the uploading and maintenance of course/programme content on Moodle. This includes coursework submissions, resetting of courses, enrolment of students and other Ad-Hoc queries.
- Create and distribute registers/attendance lists for modules, tutorials and examinations to academic/teaching staff as appropriate.
- Assist in organising logistics for student field trips throughout the year.
- First point of contact for affiliate students, welcoming them to the department, giving them information to get them started and answering queries about module selections.
- Assist the 3rd and 4th year projects coordinator throughout the year to provide administrative assistance for 3rd/4th year dissertations.
- Assist with the preparation and submission of documents for the department’s IET accreditation, which takes place every 5 years.

### Student records and enquiries

- Act as a first point of contact for students in person, on the telephone and by email, and provide information on procedures, regulations, programme and module choice etc.
- Assist in updating the student spreadsheet(s)
- Monitor and record student attendance and work with line managers to complete the regular Engagement Monitoring task.
- Collate student evaluation questionnaires.
- Advise students on departmental scholarship information and organise departmental nominations for scholarships.

### Examinations and assessment

- Assist with the examinations process, including collation of exam papers and solutions for internal and external review, producing marksheets and preparing documents for exam boards.
- Provide support in servicing examination boards including room and catering bookings, agenda setting and minute taking.
- Collect and accurately record coursework marks during the academic session, monitoring student progress during the year and organising re-distribution once marked. Act as Departmental Extenuating Circumstances Panel secretary, processing all forms received, distributing them to the panel, organising and minuting meetings, recording decisions, liaising with the Faculty Extenuating Circumstances Panel secretary.
and referring cases to them as necessary, and informing students of the outcomes. It is important that the postholder is well-informed about UCL’s extenuating circumstances regulations and ensures that all students are aware of them and that they submit sufficient documentation in a timely manner.

Committees, Meetings and Reports

- Provide support with servicing relevant committees such as Teaching Committee, 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).
- Keep informed about course and committee developments, attending and participating in meetings as required.

Administrative Support

- Provide cover for other colleagues in busy periods or when staff are on annual or sick leave, in particular the Departmental Officer collecting and distributing mail and deliveries when necessary.
- Make arrangements for workshops, meetings, seminars and other events relating to the designated courses/programme as and when required.
- Work closely with course directors to review administrative systems which support learning and teaching activities.
- Providing administrative support to the Heads of Departmental Photonics and Optical Networks Research Groups. Duties include; submitting expense claim forms; room and catering bookings; travel bookings and other PA duties that may be required as and when they arise.

Other duties

The role may additionally be responsible for one or more of the following, or other similar activities:

- Management of alumni information, including job destination etc.
- Taking a key role in the management of the annual Departmental Barlow / Milder Lecture event.

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

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<thead>
<tr>
<th>Criteria</th>
<th>Essential or Desirable</th>
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<tbody>
<tr>
<td><strong>Experience and Qualifications</strong></td>
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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, or equivalent experience</td>
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<td><strong>Experience</strong></td>
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<tr>
<td>Administrative work in a busy office environment in a higher/further education or a teaching and learning environment.</td>
<td>Essential</td>
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<td>Course/Programme administration.</td>
<td>Essential</td>
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<td><strong>Skills and abilities</strong></td>
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<td>Computer literate, including Word, Excel, Outlook, email and internet.</td>
<td>Essential</td>
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<td>Clear verbal and written communication skills (including accurate grammar, spelling and punctuation).</td>
<td>Essential</td>
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<td>Good 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>
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<td>Ability to work under pressure and deal with high volumes of processing</td>
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<td>Ability to work accurately and with high 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>Be willing and able to learn and use new systems quickly</td>
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<td>Commitment to high quality service provision</td>
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<td>Ability to use web publishing software to produce documents for web.</td>
<td>Essential</td>
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<td><strong>Other requirements</strong></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. Over time or time off in lieu will be arranged to compensate.</td>
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<td>Commitment to keeping skills and knowledge of courses/programmes up to date</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