Postgraduate Taught Programme Administrator

Reports to:	Academic Registrar – Postgraduate Provision
Line management responsibilities:	None
Key relationships:	Academic Secretary and Director of Academic Services (ASDAS), PGT Programme Leaders, Assistant Registrar, Programme Administrators
Location:	LST, Green Lane, Northwood, HA6 2UW

London School of Theology

London School of Theology (LST) has been providing academic evangelical theological education since 1943. It is committed to serving the Church globally and training Christian disciples who transform wider society through their life and witness. We have a bold vision of **Forming Disciples, Resourcing Churches, Impacting Society**.

Overview of the role

The responsibilities of the post-holder are designed and divided across Registry and Programmes-related activities. The post-holder will provide efficient and effective administration of all matters relating to the teaching and learning activities of the MA programmes ensuring effective procedures are documented and adopted for dealing with enquiries, enrolment, induction, module selections, student queries, assessments, progression, student support, committees and events.

Key Tasks

The following key tasks are indicative of the role, rather than exhaustive, and tasks may be amended in response to changing requirements or in line with the skills and experience of the post-holder.

The post-holder will have primary responsibility for the day-to-day administration for the MA programmes

1. Act as a point of contact for MA programme students, staff and visiting lecturers, dealing with enquiries and providing support
2. Liaise with the Learning and Teaching Manager to ensure that the VLE contains accurate information for each MA programme, that it is functioning effectively and issues are identified and dealt with.
3. Establish, maintain and use clear and effective means of communication with staff and students, i.e. email distribution lists, VLE, web pages etc.
4. Meeting regularly with the Programme Leaders, and undertaking other duties as agreed with the Programme Leaders and/or line manager from time to time.
5. Respond to student queries, appropriately and professionally with correct and informative responses.
6. Ensure that accurate and up to date module and programme information, ensuring information on School website, student/staff Hubs and the VLE are correctly updated.
7. Managing the complexity of working across Registry, Faculty and other departments within the School: due to the nature of the role, the post-holder is required to liaise with other departments in the School such as catering, IT, facilities, conferences, finance, maintenance; this in the context of delivering the above activities.
8. Miscellaneous administrative duties: this will involve providing administrative support to the Programme Leaders in relation to the revalidation of the Programmes,

Registry activities – duties will include:

1. Student Queries:
   a. Managing and responding to student queries in a timely manner, liaising with other departments when needed.
   b. Creating Transcripts for current students and alumni, including requests for academic information from the archive
   c. Create and send confirmation letters or other documents as proof of study as requested.
   d. Producing Diploma Supplements for awarded students.
   e. Check and post award certificates to graduated students.

2. Programme handbooks: liaising with the Programme Leaders to regularly update and publish the Programme Handbooks in a timely manner.

3. Marking administration:
   a. Collating all assessment and exam questions for each module and sending them to the External Examiners for approval.
   b. Scanning and uploading all written exam papers ready for marking.
   c. Liaising with external examiners.
   d. Processing extension/extenuating circumstances information and keeping accurate records on SIS .
   e. Keeping track of marking status and a system of regular reminders to Faculty and Visiting Lecturers.
   f. Creating and managing the exam timetable, including; question gathering, exam registers and assigning invigilators.

4. Assessment Board preparation:
   a. Uploading, entering and double-checking marks for MA programmes in preparation for assessment boards and submitting correct marks to the Assistant Registrar in a timely manner.
   b. Taking a lead role in the preparation and delivery of Assessment Boards.
   c. Create and send out the Board outcome letters to all students using mail merge.

5. Programme options/projects/module feedback:
   a. Providing administrative support to the Programme Leaders in relation to student selection of programme options.
   b. Managing the choice of options including promoting options available, arranging options meetings, managing queries and option documentation; confirming choices to students.
   c. In liaison with the Programme Leaders, coordinating the student project proposal process, approval by external examiners, allocation of supervisors in a timely manner, allocation of 1st and 2nd markers.
   d. Co-ordinating the processing of module feedback forms.

6. Programme Boards:
   a. Administer the delivery of Programme Boards including seeking and logging agenda items, booking rooms, distributing agendas and papers and taking minutes.
   b. Liaising with external examiners regarding reports and participation.

7. Student Information System (SIS):
   a. Enrolment on SIS; preparing online enrolment each year, rolling over student courses onto the correct next course as per the Board decision, supporting students through the enrolment process with technical help, checking the modules selected by students and making any changes to reflect the handbook, ensuring accurate information is captured for each student, updating information when required.
   b. Update course information, manage modules and set up attendance registers for each module.
   c. Input assessment marks, calculate level averages and award overalls in preparation for Module and Assessment Boards.
   d. Creating and managing reports on SIS.

8. Virtual Learning Environment (VLE):
    a. Enrol students onto modules.
    b. Update Student Statuses.
    c. Manage module information on VLE, creating new pages or update existing pages.
    d. Set up Assessment submission inboxes, update due dates.
    e. Release of marks to students.

9. General:
    a. Dealing with and resolving potential student enquiries and current student issues.
    b. Providing administrative support to the Programme Leaders and Assistant Registrar.
    c. Actively participating in student recruitment registration, induction and graduation as well as LST events.
    d. Other duties as agreed from time-to-time within the context of the role.
    e. Use Excel formulas to manipulate reporting data.
    f. Use mail merge to speed up processes.

Person Specification:

	Essential (E) Desirable (D)	Demonstrated at Application (A) Interview (I)
Qualifications:		
A first degree or a combination of good secondary level qualifications and relevant experience	E	A
Experience, expertise and skills:		
IT literate and proficient in the use of complex databases, Microsoft Office package, social media platforms.	E	A/I
Ability to manage multiple assessment submissions on a Virtual Learning environment (including videos, Sibelius and Logic files)	D	A
Experience of excel and managing complex spreadsheets	E	I
Experience of File sharing and upload via Dropbox, One drive,	D	A
Experience of working in an administrative role	E	A
Experience of working within a similar size and/or HE organisation	D	A
Experience of working with educational platforms and databases	D	A
Experience of working in a compliance/regulatory context in HE	D	A
Experience of delivering excellent customer service consistently and promptly	E	A/I
Highly organised and an excellent eye for detail	E	A/I
Ability to work calmly under pressure	E	A/I
Ability to work on own initiative	E	A/I
Ability to juggle competing demands and to prioritise effectively	E	A/I
Previous experience in event planning and organisation	D	A/I
Personal attributes:		
Known by others as loyal and friendly	E	I
Calm, thoughtful and polite to people	E	A / I
Clear, concise and accurate oral and written communication skills	E	A / I
Methodical, analytical and disciplined	E	I
Desire and ability to learn, grow and develop	E	I
Excellent in developing and maintaining interpersonal relationships	E	I

Terms of Employment:

Salary: £23,460 - £24,990 per annum, for full-time hours and pro-rata to hours worked, depending on experience.

Hours: 0.4 - 0.5 FTE (14 - 17.5 hours per week). The usual working day is 9.00 am to 5.00 pm although some evening and weekend working may be required for which TOIL will be given.

Contract: Permanent.

Working arrangements:
The postholder will be expected to work on site but some flexibility with regard to days worked and hybrid working will be considered upon request.

Holidays: 24 days per annum plus public holidays for 1.0 FTE role and pro-rata accordingly.
LST is closed between Christmas and the New Year, and this is given as additional leave.

Pension: Eligible to join the school's contributory pension scheme.

Notice: During the first six months, one week's notice must be given in writing on either side. After this period, one calendar month's notice must be given in writing on either side.

Additional benefits include life assurance, sick pay after the qualifying period, free onsite parking and discounted meals.

Date of appointment: It is intended that the postholder shall take up the post as soon as possible.

London School of Theology is a Christian college and as such it is a requirement of the Person Specification that the postholder must be in sympathy with the Christian ethos, aims and objectives of the School.

All successful candidates must have the right to work in the UK.

Application Process:

Applicants should send the following to the HR Manager (karen.minashi@lst.ac.uk) as pdf documents attached to an email:
a. Covering letter of application stating why the role is of interest and how the requirements of the Person Specification are met
b. Curriculum vitae
c. List of three referees (these will not be taken up without the applicant's permission)

Closing date for receipt of applications:

Candidates are encouraged to submit their applications as soon as possible as these will be assessed upon receipt and interviews will take place on a rolling basis. Initial interviews may take place by a video call with second stage interviews taking place at our site in Northwood.