## JOB DESCRIPTION
**Student Programmes Assistant**
**Vacancy Ref: N2583**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Programmes Assistant</th>
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<tbody>
<tr>
<td>Grade:</td>
<td>4S</td>
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<tr>
<td>Department:</td>
<td>Lancaster Environment Centre (LEC)</td>
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<tr>
<td>Directly responsible to:</td>
<td>Student Programmes Officer</td>
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<tr>
<td>Supervisory responsibility for:</td>
<td>N/A</td>
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### Other contacts:
- **Internal:** Departmental staff; students; faculty office; central professional services
- **External:** External Tutors; external examiners; visitors (including prospective students) and suppliers.

### Role:
The Student Programmes Assistant will support the Teaching Coordinator and Student Programmes Officer in delivering an excellent level of service to enable high quality administrative support to all taught students and academic staff. They will work collaboratively across the faculty and with central professional services divisions, supporting continuous improvement and contributing to new initiatives that enhance student experience.

### Major Duties:

#### Student Office Administration
- Be a first point of contact for all current and prospective students, keeping them informed and disseminating information in a timely way
- Work with the Student Programmes Team and relevant academic colleagues to administer:
  - Registration of students
  - Student assessment, including processing of coursework; supporting the examination process; recording of assessment outcomes; recording of mitigating circumstances
  - Maintenance of student, scheme and module records
  - Monitoring the attendance reports, alerting and escalating issues as appropriate
- Create and maintain student records in line with university policy and General Data Protection Regulations (GDPR)
- Supporting the Student Programmes Team with the administrative processes associated with examinations and awarding of degrees including preparation of documents as appropriate
- Participate in and service meetings as required

#### Quality Assurance and Continuous Improvement
- Supporting the quality assurance procedures including:
  - Supporting the processes that ensure student records conform to university and funder procedures and regulations in line with external regulations data management
  - Support for the relevant staff/student committees and meetings in the department and feed in to faculty and university level equivalents
  - Assist with the compilation of data and information for reviews, reports, Annual Teaching Reviews and ‘Freedom of Information’ requests in line with GDPR (including external quality assurance audits, including professional accreditation bodies)
- Maintain collaborative working relationships within the department, the faculty and across the university
- Provide administrative support on projects and initiatives for continuous improvement, including attending forums and networks and sharing of good practice

#### Student Wellbeing, Engagement and Retention
- Be a first point of contact for students with health and wellbeing issues
- Working collaboratively with academic staff, departmental Student Programmes Team, Student Education Service
(SES), colleges and other central professional services to provide an inclusive support service to all students, signposting where appropriate

- Assisting the department to deliver projects, initiatives and events to enhance taught student wellbeing, engagement and retention

- Any other duties as deemed appropriate to the grade of the post