### Job Title: Administrative & Student Programmes Assistant (1FTE)

<table>
<thead>
<tr>
<th>Department/College:</th>
<th>Sociology</th>
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<tbody>
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<td>Directly responsible to:</td>
<td>Departmental Officer</td>
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<td>Supervisory responsibility for:</td>
<td>NA</td>
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#### Role:
The Administrative and Student Programmes Assistant will support the head of department, and student programme teams in delivering an excellent level of service to enable high quality administrative support to all departmental academic and professional services staff, under the direction of the Departmental Officer, supporting continuous improvement and contributing to new initiatives that enhance student experience.

#### Student Office Administration
- Be a first point of contact for all current and prospective students, including placement learning, keeping them informed and disseminating information in a timely way
- Maintaining the sociology and placement learning mailboxes
- Work with faculty finance, placement providers, placement learning, student programmes and relevant academic teams to administer:
  - Disclosure and Barring Service online applications.
  - Support for practice-related Skills Development days and placement records
  - Placement learning and student programmes assessment, including processing of placement learning portfolios, coursework; and Practice Assessment Panel (PAP) Boards
  - Recording of practice related assessment outcomes and maintenance of online placement learning and Moodle pages and placement report submissions
  - Attendance monitoring, alerting and escalating issues as appropriate
  - Processing or signposting students with assessment extensions
  - Help with the preparation of placement learning and teaching material
- Use of LUSI (student records) and other university systems, including Microsoft Office 365
- 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 for submissions and exam boards
- Participate in and service meetings as required

#### Quality Assurance and Continuous Improvement
- Supporting the quality assurance procedures including:
- 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, as required
• Assist with the compilation of data and information for reviews, as required
• Maintain collaborative working relationships within the department, and with relevant stakeholders
• 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 Services, 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

Departmental Specific Duties
• Assist with general departmental administration, including departmental space, purchasing and stationery, departmental webpages, maintaining departmental administrative records
• Servicing departmental, placement learning and PAP board meetings
• Support recruitment, conversion and marketing activities
• Participation in relevant training and development
• Support activities and provide cover within the wider Sociology professional services team, including checking and responding to group mailboxes, assisting with programme administration in all subject areas.
• To undertake other such duties appropriate to the grade as may be required by the Departmental Officer and head of department team.