JOB DESCRIPTION
Administrative Support Officer, ASQ
Vacancy Ref: N2863

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Administrative Support Officer</th>
<th>Present Grade:</th>
<th>5</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Academic Standards and Quality</td>
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<td>Directly responsible to:</td>
<td>Head of Academic Standards and Quality</td>
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<td>Supervisory responsibility for:</td>
<td>N/A</td>
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Other contacts

Internal:
Pro-Vice-Chancellor Education, University Dean for Academic Quality; Faculty and department staff with responsibility for academic standards and quality and programme administration; support staff in central services including, but not limited to, Student Registry; People and Organisational Effectiveness; Strategic Planning and Governance

External:
Colleagues at partner colleges and campuses; external examiners for all taught provision

Major Duties:

The Role
The Administrative Support Officer is a member of a team with responsibility for developing and operating the various mechanisms by which the University assures the academic standards and quality, and supports the enhancement of its academic provision, including that delivered with its collaborative partners in the UK and internationally. The role is pivotal in supporting the team, through providing a wide range of critical administrative support.

Key Responsibilities

- To provide a high standard of administrative support to the Academic Standards and Quality team, working across a wide range of activities relating to the University's in-house and collaborative provision, both regional and international.
- Close liaison with ASQ staff and external colleagues to coordinate and draft the annual calendar for regional partner activity, including the scheduling of validation and revalidation events, Partnership Management Group meetings and Regional Partnerships Teaching Committee meetings. Maintenance and updating of the schedule and regular communication with relevant stakeholders.
- Research and register external assessors and external panel members for re/validations and periodic review processes, maintaining appropriate records, payments of fees and expenses and acting as primary contact, providing advice and guidance.
- To organize meetings and events relating to validation and re-validation, institutional reviews and thematic reviews. To make logistical arrangements for the above events, to identify potential panel members and to organize distribution of related documentation.
- In collaboration with an Assistant Registrar, administer all relevant processes for programme consultants and link tutors, including the appointment process, renewal of contracts, submission of reports, payment of fees and expenses, co-ordination of communications and general enquiries. Produce regular programme consultant bulletins and task lists.
- In support of the Head of Academic Standards and Quality, monitor ASQ budgets and
expenditure data regularly to identify anomalies and/or projected overspends. Provide financial administration support on behalf of the department including generating purchase orders and raising invoices on Agresso.

- Under the direction of the Head of the ASQ team, take responsibility for the collection and maintenance of all relevant student data for students registered for programmes delivered through the collaborative teaching partnerships. From this data produce pass lists, certificates and statistical reports as required, liaising with Registry and ISS as necessary to resolve any system-related issues.

- To support the committee work of ASQ, collating agendas and papers, writing minutes and providing technical support to members.

- To produce replacement certificates, verification letters and transcripts for former students of the University’s collaborative teaching partnerships.

- Undertake annual audits of exam papers produced by regional teaching partners to identify any duplication/repeat use of questions, and produce a report of the audit findings for consideration at the relevant committees.

- Monitor Regional Teaching Partner marketing information relating to Lancaster awards to ensure accuracy of information, and liaise with the Colleges on any issues.

- In collaboration with the relevant Assistant Registrar(s), work in support of assessment processes in collaborative teaching partnerships.

- Oversee the secure storage of marks and examination board papers for the Regional Teaching Partners.

- Provide administrative support for the effective functioning of the ASQ team including monitoring and re-ordering of stocks of certificates and examination booklets and stationery; room bookings; catering arrangements; filing and archiving; data entry; web editing and updating of key documents and other similar tasks.

- To undertake any other duties commensurate with the post as required by the Head of Academic Standards & Quality.