JOB DESCRIPTION
Vacancy Ref: N2888

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Undergraduate Programmes Assistant</th>
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<tbody>
<tr>
<td>Present Grade:</td>
<td>4</td>
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<tr>
<td>Department/College:</td>
<td>Accounting &amp; Finance</td>
</tr>
<tr>
<td>Directly responsible to:</td>
<td>Departmental Administrator</td>
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<tr>
<td>Supervisory responsibility for:</td>
<td>None</td>
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**Other contacts**

**Internal:**
Current students, academic members of staff and other support staff in the department. Contact with other departments/offices in the University (e.g. Student Support and Student Registry, ISS, Alumni Office, Admissions).

**External:**
Prospective students, personal callers/enquirers, Ernst and Young, Alumni, other institutions (HR/PG departments in relation to references).

**Major Duties:**

1. Dealing with face-to-face and online enquiries during office opening hours. Typically, these will be students and academic or administrative members of staff.

2. Handling incoming telephone/Microsoft Teams calls and Lancaster Connect queries and forwarding to relevant members of the department or providing advice when appropriate.

3. Responding to email/Microsoft Teams enquiries in a timely fashion.

4. Making arrangements for Part II CWA tests including organising room booking, invigilators and necessary provisions when on campus and organizing online tests when operating remotely.

5. Accurately recording coursework submissions, coursework and examination marks for Part II and chasing up any outstanding work on behalf of the UG Programmes Officer/Co-ordinator.

6. Supporting the Mitigating Circumstances process for Part II, including the processing of evidence and following up with Academic Tutors.

7. Supporting the Academic Tutor system for Part II.

8. Providing support for the AcF351a/b employability module.

9. Supporting the Annual Teaching Review, including assisting with the preparation of the agenda, taking minutes and supporting documents.

10. Organising, servicing and providing follow up action on Undergraduate Staff-Student committee meetings, including taking forward best practice ideas to Undergraduate Director and Head of Department.

11. Responsibility for the set up and collation of student feedback on a termly basis and accurately recording in a format to be distributed to the HoD and relevant academic staff.

12. Managing the annual nomination process for Part II student representatives and communication with the elected student reps.

13. Management of the Undergraduate LinkedIn webpage, in conjunction with the Undergraduate Programmes Officer.
14. Preparation and making arrangements for the distribution of coursework for Part II to be returned to students and dealing with student requests to access examination scripts.

15. Responsible for monitoring of student attendance, including inputting into LUSI and following up on poor attendance for Part II.

16. Processing student enrolment forms and following up students with outstanding enrolment issues for Part II and Part II industry students.

17. Providing support to the departmental plagiarism process, including the checking of submissions and organisation of follow up meetings.

18. Development and maintenance of the departmental references system. To collate and manage reference requests in a timely manner.

19. Scanning of student multiple-choice question papers using the Optical Mark Recognition scanner. Assisting with an alternative method of processing MCQ results where tests/exams have moved online.

20. Maintaining student records on LUSI and maintaining and updating online student files for Part II.


22. Photocopying study packs, weekly handouts and other course materials and arranging distribution to students where required for Part II.

23. Assisting with maintenance of the relevant Moodle sites, including uploading course materials for external tutors for Part II.

24. Assisting in sorting incoming and outgoing mail.

25. Provide secretarial cover for the Undergraduate Office in the absence of the Undergraduate Programmes Officer/Co-ordinator. Holidays will not be permitted during specific times of the academic year, for example during exam periods and the start of each term.

26. Any other duties as directed by the Undergraduate Programmes Officer or Department Administrator or nominated representative.