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| Office Administrator Job Description – June 2023 | |
| **JOB TITLE** | **Office Administrator** |
| **REPORTING LINE** | * Director of Studies (Head of Professional Services) |
| **KEY INTERNAL CONTACTS** | * Students * iCentre * DoS Office * Quality Office * All faculty members |
| **KEY EXTERNAL CONTACTS** | * LCA Education Ltd and University of Bolton Administrative Team­ |
| **OVERALL JOB PURPOSE** | * To staff a range of administrative functions, including but not limited to the iCentre, Registry, and Director of Studies * To ensure that the student records are accurate, up to date and reconciled * To provide advice and support to students and staff * To assist with the delivery of events |
| **KEY RESPONSIBILITIES** | **GENERAL SUPPORT**   * Acting as the first point of contact for students * Staffing the Learning Resource Centre at peak times * Acting as usher for visitors * Processing student requests * Communicating with students via a range of platforms and channels * Providing administrative support across all lines of operation   **RECORDS**   * Reconciling data issues between administrative databases * Processing mark-sheets for grade transmission between databases * Ensuring that appropriate documentation such as Registration, Intermission, Mitigation, Withdrawal and Appeal forms are processed in a timely manner. * Ensuring student records are updated for changes in study plans, cohort groups, PDTs and progression decisions. * Conducting the Student Data Audit as required.   **ASSESSMENTS**   * Providing a high-quality service to academic staff and students. * Ensuring Turnitin processes operate smoothly * Successfully co-ordinating all aspects of assessment and results administration. * Inputting assessments marks and calculating module results * Updating student records when necessary * Ensuring marked scripts are moderated and presented to the Quality Office in a timely manner * Creation of moderation samples and recording of the moderation process * Reporting moderation issues as appropriate * Recording and implementing Assessment Board decisions on the database. * Verifying and making available feedback, transcripts and certificates. * Such other duties temporarily or on a continuing basis, as may reasonably be required. |
| **KPIs** | * Student feedback * Quality concerns raised * Administration concerns raised (eg deadlines missed) |
| **EXPERIENCE REQUIREMENTS** | * Experience of working in an administrative role preferably in a regulated environment where the need for accuracy is paramount would be an advantage. |
| **KNOWLEDGE/SKILLS** | * Exceptional attention to detail and a desire to ensure that all records are accurate. * Excellent organisational skills. * Strong computer literacy. * Ability to be responsive to the time pressures at key points within the academic year. * Excellent written and verbal communication skills. |
| **PERSONAL BEHAVIOURS** | * An ability to build positive and co-operative relationships with internal and external stakeholders * Tenacity to ensure that issues are dealt with through to conclusion. * Understanding the importance of confidentiality in the handling of student records. * Dealing with students in a professional and efficient manner |