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| Office Administrator Job Description – June 2023 |
| **JOB TITLE** | **Office Administrator** |
| **REPORTING LINE** | * Director of Studies (Head of Professional Services)
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| **KEY INTERNAL CONTACTS** | * Students
* iCentre
* DoS Office
* Quality Office
* All faculty members
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| **KEY EXTERNAL CONTACTS** | * LCA Education Ltd and University of Bolton Administrative Team­
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| **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
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| **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.
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| **KPIs** | * Student feedback
* Quality concerns raised
* Administration concerns raised (eg deadlines missed)
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| **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.
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| **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.
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| **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
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