# ROLE PROFILE

**Job Title:** Continuing Education Administrator  
**School/Department:** School of Veterinary Medicine and Science  
**Job Family and Level:** APM2  
**Contract Status:** Permanent  
**Hours of work:** Full time, 36.25h per week  
**Location:** Sutton Bonington Campus  
**Reporting to:** Continuing Education Manager

**Purpose of the Role:**
Providing an effective administrative service for staff, apprentice and CPD students within the School. Support to the administration of a CPD programme for veterinary professionals and apprenticeship scheme (MRes Bioinformatics launches 2020). General support to the Continuing Education Team.

## Main Responsibilities

| % time per year |  
|-----------------|---
| 25%             |  
| 60%             |  

### 1. Continued Professional Development
Support the administration for all CPD courses, including their marketing and delivery.  

**Specifically:**  
- Ensure that all correspondence with enquirers and attendees, is handled in a timely manner. Responding to queries, corresponding with enquiries to improve acceptance rates and providing applicants with pre-course literature  
- Monitoring and reporting on rates of applications, and attendance to inform the recruitment and marketing strategies of individual courses and the CPD strategy of the School  
- Liaising with School Web Officer and University Marketing Office over the development and maintenance of the School’s web presence and the marketing of courses  
- Ensuring efficient timetabling and provision of teaching rooms, teaching resources and course materials; ensuring the availability of teaching staff and the organisation of payment where appropriate  
- Ensuring that students have resources to support their learning, in both paper and/or electronic format, including distance learning  
- Liaising with relevant University staff  
- Support the operational delivery of on-site CPD courses

### 2. Apprenticeship
Support the implementation of the Schools apprenticeship scheme  

**Specifically:**  
- Ensure that all correspondence with apprentices and employers is handled in a timely manner. Responding to queries, corresponding with enquiries to improve acceptance rates and providing employers with pre-course literature, and collecting payments
• Provide administrative support to process apprenticeship documentation, such as Initial Needs Assessments, Commitment Statements and Apprenticeship Agreements
• Complete registers for each on-campus session
• Support the scheduling and preparation for termly tripartite review
• Collate monthly learning logs
• Ensure efficient timetabling and provision of teaching rooms, teaching resources and course materials; ensuring the availability of teaching staff and the organisation of payment where appropriate
• Ensuring that students have resources to support their learning, in both paper and/or electronic format, including distance learning
• Liaising with relevant University staff
• Support the operational delivery of on-site apprentice courses

3. Any other duties appropriate to the grade and role to support the Continuing Education Team and wider School

<table>
<thead>
<tr>
<th>Knowledge, Skills, Qualifications &amp; Experience</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualifications/Education</td>
<td>• Vocational qualifications (NVQ 2-3, City &amp; Guild) supported by GCSE in Maths and English at grade C or above or equivalent, plus some experience in a relevant role. OR • Considerable work experience in a relevant role/relevant life experience reinforced by work experience.</td>
<td>•</td>
</tr>
<tr>
<td>Skills/Training</td>
<td>• High level of IT skills, including MS Word, Excel and Access and ability to integrate different packages. • Skill in the use social networking sites • Show sensitivity and consideration to other people’s customer needs and feelings • A flexible approach to delivering work objectives • Excellent oral and written communication skills and strong customer focus • Excellent planning, organisational and time-management skills. • Ability to work accurately under pressure with conflicting priorities and to meet deadlines. • Ability to work on own initiative</td>
<td></td>
</tr>
<tr>
<td>Experience</td>
<td>• Relevant experience, preferably in an HE environment</td>
<td>• Experience in the development and delivery of CPD and/or apprenticeship programmes • Able to demonstrate experience of University quality procedures and policies Knowledge of the wider veterinary profession</td>
</tr>
</tbody>
</table>

Additional Information
The role is essential to the integral working of the School, to ensure that our aspirations for Continuing Education are met. It has a high impact on the reputation and operation of the School through contact with high profile employers, students and staff.