**Job title**  
Senior Course Administrator  

**Job family and level**  
Administrative, Professional and Managerial Level 3  

**School/Department**  
School of Medicine / Medical Education Centre  

**Location**  
Jubilee Campus (primary); Medical School, QMC (secondary)  

### Purpose of role

To provide senior administrative support for the Doctorate in Clinical Psychology (DClinPsy) programme. You will work within established procedures with minimum day to day supervision, to provide a range of services to agreed quality standards. You will identify areas of good practice and ensure that School and University policy is upheld. Working with the Director of DClinPsy, Divisional APM staff, Registry and Academic Affairs and School committees to ensure the smooth running of the Doctorate programme and provide an effective service for staff and students.

### Main responsibilities

(Primary accountabilities and responsibilities expected to fulfil the role)

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<tr>
<th>Organisational Support and General Administration:</th>
<th>% time per year</th>
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<tr>
<td>▪ Overseeing, advising and supporting a broad range of academic administrative matters related to the provision of the Doctorate in Clinical Psychology programme. Advising divisional academic staff and helping other administrative units within the Division and the School by acting as a central point of contact for the DClinPsy programme within the Division. Solving problems, dealing with enquiries and advising staff on policies and procedures across a range of administrative areas (often not of a routine nature).</td>
<td>40%</td>
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<td>▪ Making recommendations for improvement, having an input into developing policies and procedures as necessary. Liaising and negotiating with staff to ensure policies/procedures are implemented/adhered to.</td>
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<td>▪ Providing a high level of administrative support to the DClinPsy Committees and Sub-Committees (i.e. Joint management Committee, Course Training Committee, Academic Programme Committee, Research Sub-Committee) ensuring they are adequately serviced and supported. Receive and respond to internal and external queries from within the course team, School, University and external enquirers. To provide advice, resolve both simple and complex queries and ensure a prompt efficient service is provided.</td>
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<td>▪ A key liaison point between academic staff and Registry and Academic Affairs to co-ordinate the data used for reporting or timetabling</td>
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<td>▪ Supporting the Director of the DClinPsy programme in their role and undertaking projects with them as required.</td>
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<td>▪ Manage and be responsible for quality assurance and governance activity including external examiners and annual monitoring</td>
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|   | Coordination of the production of course materials, e.g. content for course handbooks, placement paperwork  
|   | Collate the relevant information required to maintain and update the various Health Education England (HEE) spreadsheets to accurately record student and placement activity and ensure they are submitted to the appropriate contacts in the Division, School and HEE  
|   | Admissions and Monitoring  
| 2 | ▪ Respond to queries from prospective students  
|   | ▪ Manage the process for co-ordinating the DClinPsy induction programme  
|   | ▪ Manage the process for the development, review and maintenance of the course web sites  
|   | ▪ Liaise with Clearing House for Course regarding the admissions process  
|   | ▪ Liaise with the University of Lincoln to manage the organisation and coordination for recruitment to the course.  
|   | ▪ Liaise with the External Relations department regarding the admissions process for the Doctorate.  
|   | Finance and Management  
| 3 | ▪ Manage and maintain the Health Education England spreadsheets to ensure the monthly invoice information is submitted to identified University teams  
|   | ▪ Administer non-staff expense claims and student expenses as required  
|   | ▪ With others, manage and maintain the Doctorate budget spreadsheets for trainee research expenses, external lecturer payments and Service User and Carer Involvement Panel (SUCAP) expenditure and ensure approved claims are progressed to the relevant department for payment  
|   | ▪ With others, manage the appointment process, induction, deployment and payment of external lecturers on the Doctorate programme, making sure the relevant information is supplied to the external lecturer prior to their duties  
|   | Data Management and Governance  
| 4 | ▪ Ensuring that the course adheres to the University policies and procedures and advising staff regarding quality issues, escalating issues as appropriate to the Course Director;  
|   | ▪ Manage the process for the review and updating of information and resources stored on the University intranet and virtual learning environments used by staff and students, including drafting content  
|   | ▪ Develop and manage systems regarding student and course data to produce accurate information and advise the academic team on planning and strategic issues  
|   | ▪ Conduct process reviews within the office to ensure that the Division’s systems are aligned with University procedures and consider regular improvements  
|   | Supervision  
|   | ▪ Supervising the Professional Doctorates Administrator. This will include recruitment; induction; staff development and training, workload planning and distribution; leading the Appraisal Development Conversation and management.  
|   | Any duties as required in accordance with the nature and grade of the post.  
|   |   | ▪ Any duties as required in accordance with the nature and grade of the post.  
|   | N/A |
## Person specification

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<th>Essential</th>
<th>Desirable</th>
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| **Skills**                | ▪ Excellent oral and written communication skills and the ability to communicate with a wide variety of individuals  
 ▪ High level of IT skills, including MS Word, Excel, PowerPoint and Outlook and the ability to integrate different packages  
 ▪ Ability to analyse and interpret data from a variety of sources  
 ▪ Ability to prioritise own workload and work according to tight deadlines  
 ▪ Ability to build relationships and collaborate with others, internally and externally  
 ▪ Ability to develop, plan and implement projects  
 ▪ Skills in drafting complex documentation | ▪ Previous relevant work experience in a Higher Education environment  
 ▪ Experience of using financial systems such as Agresso  
 ▪ Experience of using recruitment systems |
| **Knowledge and experience** | ▪ Significant relevant experience of working in an administrative support role  
 ▪ Knowledge of Quality Assurance  
 ▪ Experience of working independently to resolve complex internal and external queries and providing a high level of customer service whilst working to tight deadlines  
 ▪ Accuracy, reliability and willing and adaptable to learn new skills and procedures as required by changing University procedures and legislation | |
| **Qualifications, certification and training (relevant to role)** | ▪ HNC/HND, or equivalent plus English and Maths at GCSE or equivalent OR substantial work experience in further or higher education | ▪ Educated to degree level, or equivalent |
| **Statutory, legal or special requirements** | ▪ Willingness to adopt the [vision and values](#) of the School of Medicine | |

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[Image: Athena SWAN Silver Award, Race Equality Charter Bronze Award, disability confident, Stonewall Diversity Champion]
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University’s strategy, vision and values. The following are essential to the role:

Valuing people
Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.

Taking ownership
Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.

Forward thinking
Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.

Professional pride
Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.

Always inclusive
Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

Line manager
Role holder
Key stakeholder relationships

Direction of DClinPsy Programme
Senior Course Administrator

DClinPsy Team (Lincoln)
DClinPsy Team (Nottm)
Student Services
Students
External Stakeholders (i.e NHS)
Divisional Admin Team