



<b>Job title</b>	Continuing Education Administrator	<b>Job family and level</b>	Administrative, Professional and Managerial Level 2
<b>School/ Department</b>	School of Health Sciences	<b>Location</b>	Queen's Medical Centre Campus

### Purpose of role

Working collaboratively with an established team to provide effective, day-to-day administrative support to the School's portfolio of continuing professional development (CPD), masterclasses, bespoke courses, and postgraduate programmes. The role holder will also support the School's apprenticeship programmes. Excellent interpersonal and organisational skills are required, together with an ability to communicate effectively at all levels.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<p><b>CPD administration: support the development and delivery of the School of Health Sciences portfolio of CPD modules, masterclasses, bespoke courses, and educational contracts.</b></p> <ul style="list-style-type: none"> <li>▪ Be a point of contact for internal and external stakeholders for CPD and masterclass administrative, costing, and invoicing enquiries.</li> <li>▪ Work collaboratively with Student Services to ensure students are booked on to CPD courses.</li> <li>▪ Maintain spreadsheets to track commissioned places and cohort bookings.</li> <li>▪ Assist with collation of student data for audit.</li> <li>▪ Liaise with School Web Officer and University Marketing Office over the development and maintenance of the School's web presence and the marketing of courses. Ensure CPD webpages are up to date and accurate.</li> <li>▪ Contribute to the smooth running of financial administration for CPD courses and use Agresso to monitor budgets.</li> <li>▪ Request, track, and process incoming and outgoing invoices for payment.</li> <li>▪ Track dates for renewal of service level agreements and educational contracts.</li> <li>▪ Book facilities, meeting rooms, clinical skills spaces, and refreshments.</li> <li>▪ Support registration processes.</li> <li>▪ Support the operational delivery of on-site CPD courses.</li> <li>▪ General administrative tasks and other appropriate duties to support the Apprenticeships and Educational Contracts Manager and the Director of PGTE &amp; CPD.</li> </ul>	40%

2	<p><b>ACP Apprenticeship administration: support the implementation of the School of Health Sciences ACP MSc Apprenticeship programme.</b></p> <ul style="list-style-type: none"> <li>▪ Be a point of contact for apprenticeship administrative and reporting enquiries.</li> <li>▪ Work collaboratively with the Professional Work-based Learning Team.</li> <li>▪ When necessary, provide administrative support to process apprenticeship documentation, such as Initial Needs Assessments, Commitment Statements and Apprenticeship Agreements.</li> <li>▪ When necessary, assist the Apprenticeships and Educational Contracts Manager with: <ul style="list-style-type: none"> <li>- onboarding of apprentices;</li> <li>- coordinating welcome events for new apprentices;</li> <li>- ensuring real time reporting of absence and breaks in learning via register tracking.</li> </ul> </li> <li>▪ When necessary, assist with the coordination of monthly reporting and data compilation.</li> <li>▪ Support the scheduling and preparation of termly tripartite review meetings.</li> <li>▪ Use APTTEM software to monitor monthly learning log completion.</li> <li>▪ Provide support to ensure that students have resources to support their learning.</li> <li>▪ Support the operational delivery of on-site apprentice courses.</li> <li>▪ Ensure registers are completed and collated for each on-campus session.</li> <li>▪ Schedule, attend and minute ACP Team update meetings.</li> <li>▪ General administrative tasks and other appropriate duties to support the Apprenticeships and Educational Contracts Manager, the ACP MSc Programme Director and the wider ACP team.</li> </ul>	30%
3	<p><b>New business and bid administration: support the development of new business, new educational contracts, and submission of non-research bids.</b></p> <ul style="list-style-type: none"> <li>▪ Be a point of contact for internal stakeholders for new business administrative, costing, and invoicing enquiries.</li> <li>▪ Support the development of non-research bids with basic costings.</li> <li>▪ Maintain spreadsheets to track bid submission and progress.</li> <li>▪ Liaise with School Web Officer and University Marketing Office to promote successes.</li> <li>▪ Liaise with the Director of Knowledge Exchange to provide KEF data.</li> <li>▪ Contribute to the smooth running of financial administration of new business and non-research projects, using Agresso to track spend.</li> <li>▪ Request, track, and process incoming and outgoing invoices for payment.</li> <li>▪ General administrative tasks and other appropriate duties to support the Apprenticeships and Educational Contracts Manager in the submission of non-research bids.</li> </ul>	25%
4	<p><b>Attend training</b> Attend training sessions relevant to role in order to improve practice in relation to duties, as well as those relevant to career development.</p>	5%

## Person specification

	<b>Essential</b>	<b>Desirable</b>
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Good written and verbal communication and interpersonal skills</li> <li>▪ Good IT skills, including knowledge of Microsoft Office</li> <li>▪ Ability to use own initiative</li> <li>▪ Ability to be empathetic and show awareness, understanding and sensitivity to others concerns</li> <li>▪ Competent in routine processes and systems to support activities</li> <li>▪ Strong organisational skills and the ability to manage and prioritise tasks</li> </ul>	<ul style="list-style-type: none"> <li>▪ Excellent Microsoft Teams, Word and Excel skills</li> <li>▪ Agresso and financial reporting skills</li> <li>▪ Basic project management skills</li> <li>▪ Basic event management skills</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of independently assessing and responding to non-routine work/situations</li> <li>▪ Experience of working as part of a team</li> <li>▪ Experience in an administrative role</li> </ul>	<ul style="list-style-type: none"> <li>▪ Recent experience of online working using MS Teams</li> <li>▪ Experience of working with NHS partners</li> <li>▪ Experience of supporting the delivery of training in healthcare settings</li> <li>▪ Experience of working in multidisciplinary teams</li> <li>▪ Knowledge of ESFA funding processes</li> <li>▪ Knowledge of apprenticeship programmes</li> <li>▪ Knowledge of tender processes</li> <li>▪ Experience of creating, managing and manipulating spreadsheets in Microsoft Excel</li> <li>▪ Recent experience of using WPM Online Store</li> </ul>
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>▪ Evidence of educational competence, e.g., GCSE Maths and English at Grade C or above, or vocational qualifications (NVQ 2-3) or equivalent</li> <li>▪ Willing to undertake relevant training as required</li> </ul>	<ul style="list-style-type: none"> <li>▪ Higher level qualifications in relevant subjects</li> </ul>
<b>Statutory, legal or special requirements</b>	<ul style="list-style-type: none"> <li>▪ A commitment to delivering a high-quality professional service to students, staff, and funders</li> </ul>	<ul style="list-style-type: none"> <li>▪ Awareness of University procedures and relevant legislation</li> </ul>



The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

## 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 open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
- Taking ownership** Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
- Forward thinking** Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.
- Professional pride** Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.
- Always inclusive** Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

## Key relationships with others

