



Job title	Undergraduate Course Administrator	Job family and level	Administrative, Professional and Managerial Level 2
School/ Department	School of Medicine/ Education Centre	Location	The East Midlands Campuses of the University, Nottingham

Purpose of role

The purpose of the role is to provide administrative support for the undergraduate taught courses. You will provide administrative support relating to programme and module delivery, ensuring processes are delivered accurately, student and staff queries are handled effectively, and core information and records are maintained in line with established procedures.

The duties and percentage time allocations provide an indication and framework for the role and should not be regarded as a definite list or allocation.

The School of Medicine recognise the importance of continuous professional development and therefore the importance of providing opportunities, structured support and encouragement to engage in professional development each year

To find out more about the School of Medicine, its value, vision, teaching and research, please see our [further information leaflet](#).”

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Course administration</p> <ul style="list-style-type: none"> ▪ Support the delivery of course programme and course administration activities by providing accurate information, handling routine queries, and ensuring effective communication between students, academic staff and professional services. ▪ Carry out allocated administrative tasks across key UG processes (e.g., timetabling, teaching delivery, absence monitoring, student queries), in line with established procedures, ensuring accurate and timely data management. ▪ Support the preparation, updating and publication of programme and course information across University systems, ensuring accuracy and consistency with approved materials. ▪ Maintain accurate records and documentation to support programme delivery, following standard operating procedures and updating information as directed 	80%

	<ul style="list-style-type: none"> ▪ Respond to routine student and staff queries, providing clear information based on established processes and escalating non-standard queries in line with agreed escalation routes ▪ Provide administrative support for meetings and committees by preparing documents, coordinating logistics, taking minutes where required. ▪ Contribute to delivery of programme-related activities and events (e.g., induction, student experience events, recruitment activities), supporting planning, logistics and communication as required. <p>Team Contribution</p> <ul style="list-style-type: none"> ▪ Work collaboratively and flexibly with colleagues, supporting different courses and processes throughout the year in line with operational requirements. ▪ Contribute to team working, including induction and onboarding of new team members, by sharing practical knowledge of local processes and systems. 	
2	<p>Documentation and policies</p> <ul style="list-style-type: none"> ▪ Follow standard operating procedures for course-related administrative processes, identifying where updates may be required. ▪ Provide accurate information to academic staff based on current policies and procedures, escalating queries that require interpretation or policy judgement. ▪ Maintain data and record-keeping systems to support accurate reporting, and provide reliable information to others as required. ▪ Prepare routine correspondence, data summaries and system-generated reports, ensuring accuracy and completeness; escalate requests requiring analysis or recommendations. 	20%
5	<ul style="list-style-type: none"> ▪ Any other duties appropriate to the grade and level of the role 	N/A

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Commitment to providing a high-quality service to students and staff. ▪ Excellent written and verbal communication skills with the ability to provide clear information to staff, students and professional services colleagues. ▪ Good IT skills, including knowledge of Microsoft Office and confidence working across multiple systems. Strong organisational and time-management skills, with the ability to plan, prioritise and deliver work accurately and to deadlines. ▪ Good interpersonal skills with the ability to build effective working relationships. ▪ Ability to follow standard operating procedures and apply established processes consistently. ▪ Ability to recognise when an issue falls outside routine practice and requires escalation ▪ Ability to handle sensitive information with professionalism and confidentiality. ▪ Ability to work accurately with attention to detail ▪ Ability to work collaboratively as part of a team, supporting colleagues and contributing to shared team objectives. ▪ Ability to adapt to changing priorities and learn new administrative processes 	<ul style="list-style-type: none"> ▪ Experience using University administrative systems (e.g., Moodle, Campus Solutions, timetabling tools). ▪ Experience producing routine correspondence, meeting papers or action logs. ▪ Experience handling administrative tasks across multiple programmes or activity areas. ▪ Experience contributing to process improvements or identifying opportunities to streamline tasks. Experience working with a wide range of academic, clinical or professional stakeholders.
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of working in an administrative or customer-facing role. ▪ Experience of providing information and responding to routine queries. ▪ Experience of maintaining accurate records and working with multiple administrative systems. ▪ Experience of organising meetings or supporting meeting administration. ▪ Experience of managing a varied workload and meeting deadlines 	<ul style="list-style-type: none"> ▪ Experience working within the Higher Education sector. ▪ Experience using University administrative systems (e.g., student records, timetabling systems, learning platforms such as Moodle or equivalent). ▪ Experience taking minutes or tracking actions for committees or working groups. ▪ Experience supporting events or activity delivery (e.g., induction, recruitment, student experience activities).

	<ul style="list-style-type: none"> ▪ Experience of building effective working relationships with a range of colleagues and stakeholders ▪ Experience with dealing with people, fielding enquiries and helping others. ▪ Experience of working within established procedures or standard operating processes 	<ul style="list-style-type: none"> ▪ Experience contributing to the smooth running of multiple programmes, projects, or activity areas. Experience identifying minor process issues and raising these
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Qualified to GCSE level to include English and Maths (or equivalent) or significant work experience in a similar role. 	<ul style="list-style-type: none"> ▪ Training in administration
Statutory, legal or special requirements	<ul style="list-style-type: none"> ▪ Willingness to adopt the vision and values of the School of Medicine 	



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



