

JOB DESCRIPTION

SECTION 1

BASIC DATA

Job Holder:		Job Title:	Programme Officer (Assessment & Programmes)
Reports to:	Senior Programme Officer	Location:	London
Department:	Higher Education	Job Family:	Support

SECTION 2

DEPARTMENT STRUCTURE

TBC

SECTION 3

OVERALL JOB PURPOSE

To assist in the day-to-day running of the HE programmes and act as the first point of contact to students requiring help with non-academic, assessment and pastoral matters.

SIZE/DIMENSIONS

None

PRINCIPAL ACTIVITIES / OUTPUT OF JOB

As an employee of The London Institute of Banking & Finance the jobholder will be responsible for:

- First point of contact for student queries on non-academic queries.
- To respond professionally to queries from staff and students in relation to the programmes and related regulations and procedures in a timely and efficient manner.
- To maintain clear communications with students regarding all non-academic related matters, using appropriate methods.
- Administer assessments: including assessment timetables, liaising with External Examiners and academics, arranging the distribution and submission of coursework, management of exam processes.
- Administer marking; distributing marking to assessors, monitoring the return of marking and feedback turnaround times and entering marks onto OASIS.
- Maintain records related to assessments: moderation, assessment outcomes and reports.

- To maintain student data; ensuring student records are up to date and accurate at all times, including processing student withdrawals, module registrations, attendance.
- Ensure Virtual Learning Environment (VLE) are current and accurate.
- Support the Senior Programme Officer on administering student surveys and feedback (NSS, module/programme surveys).
- Where appropriate, to assist with recruitment activities and events, this may include attending occasional weekend and evening events.
- To support the administration of graduation which may include checking graduation lists and marshalling at graduation ceremonies.
- Where appropriate, supporting the HE programme management team and students within collaborative provision arrangements.
- Participating in other administrative tasks relevant to HE provision.
- To monitor Zoom lectures and report an issues

To contribute to the efficient development, management and promotion of HE provision within The London Institute of Banking & Finance by:

- Helping to develop and maintain a good working relationship with staff across a range of departments within The London Institute of Banking & Finance.
- Helping to maintain a good working relationship with partner organisations.
- Contributing to and supporting the development of new initiatives and programme enhancements to extend the provision of HE programmes.
- Undertaking any further reasonable duties as may be required by The London Institute of Banking & Finance.

SKILLS AND KNOWLEDGE

- The post holder will have some experience working in a University.
- Listening, interpersonal and pastoral care skills to deal with sensitive issues concerning students and provide first line support.
- Taking responsibility for dealing with referred issues for students and providing first line support to colleagues when dealing with students; provide further sources of help (signposting) if required.

PERSONAL ATTRIBUTES

- Well organised and has good communication skills.
- Ability to work independently and as a member of a team.
- Possess good IT skills, including MS Office.
- Evidence of supporting students and a commitment to high levels of pastoral care.
- Evidence of a strong contribution to administration as well as to the general life and work of an academic institution or similar.

- Credibility across a wide range of stakeholders: The London Institute of Banking & Finance and university staff including academics, senior managers within financial services organisations and teachers and tutors in schools and colleges.

CONTACTS AND INFLUENCE EXERCISED

- The post holder will attend / be a member of such committees as may be relevant to their administrative duties.
- The post holder will be directly responsible to the Programme Manager, The London Institute of Banking & Finance. Practical day-to-day operational matters of delivery will be managed in conjunction with various partners where relevant.
- Unlimited contact with students, lecturers and staff.

DECISIONS

Indicate the level which best describes the job holder’s involvement in the decision-making process:

Follows written and verbal instructions and established guidelines	X
Interprets policies & procedures	
Participates in the establishment of guidelines & procedures	
Acts as final authority to implement policy, guidelines and procedures that affect strategic goals	

Indicate the statement which best describes the impact of the job holder’s decisions:

Restricted to employee’s own work	X
Has impact on department/directorate* objectives	
Has impact on The London Institute of Banking & Finance /Proshare objectives	

DEFINITION /CLARITY

This is a new role and as such the job description is subject to change.

ANY ADDITIONAL FEATURES OF NOTE

None.

Signed Date
 JOB HOLDER

Signed Date
 LINE MANAGER

PERSON SPECIFICATION

Job Title: Programme Officer (Programme & Assessments)

Reports to: Programme Manager

Department: Higher Education

Qualifications, knowledge and professional memberships	<i>Essential / desirable?</i>	
First degree or equivalent qualification or experience	D	
A levels or equivalent qualification	E	
An understanding of the Higher Education environment	E	
Sound knowledge of The London Institute of Banking & Finance strategy, practices, processes and IT systems	D	
Technical competencies (skills and experience)	<i>Essential / desirable?</i>	
Well organised and has good communication skills.	E	
Ability to work independently and as a member of a team.	E	
Possess good IT skills, including MS Office.	E	
Evidence of supporting university students and a commitment to high levels of pastoral care.	E	
Evidence of a strong contribution to administration as well as to the general life and work of an academic institution or similar.	E	
Credibility across a wide range of stakeholders: The London Institute of Banking & Finance and university staff including academics, senior managers within financial services organisations and teachers and tutors in schools and colleges.	D	
Core Competencies (this section should contain the level of competency required to carry out this role. Please refer to the competency framework for clarification where needed. Placing a N/A where the competency is not required as part of the job)	Essential / desirable?	Step
Values		
Listening and Learning	E	2-1
Innovation	E	1
Support	E	1
Transparency	E	1
Collaboration	E	1
Skills and Experience		
Business thinking	E	1
Getting things done to achieve results	E	2
Customer Experience	E	1
Managing quality standards	E	1
Applying judgement and taking decisions	E	1
Managing individuals and teams (line managers only)	N/A	N/A

Signed

Date JOB HOLDER

Signed

Date LINE MANAGER