

The Pears Cumbria School of Medicine

A partnership between

IMPERIAL



SECTION A: THE ROLE

Job Title:	PCSM Programme Administrator
Institute/Service:	The Pears Cumbria School of Medicine
Job Grade:	Grade 05
Job Family:	Services
Job Location:	Carlisle Fusehill Street
Responsible To:	PCSM Programme Officer

Role Purpose:

The Programme Administrator is a busy and varied role within the PCSM office, supporting the Programme Officer with the day-to-day planning and delivery of all operational aspects of the Bachelor of Medicine, Bachelor of Surgery (MBBS) programme, working closely with the academic team.

The role will include responsibility for keeping meticulous student records, with utmost regard for confidentiality and other data protection requirements. The role will have responsibility for the administration of key processes including attendance monitoring and mitigating circumstances together with supporting student facing activities such as welcome week, induction and open days.

Working with the Programme Officer, Head of Operations and key academic leads, the Programme Administrator will ensure that students are well supported, providing high quality, timely information and responding to queries in a professional and approachable manner.

SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES

1.	Utilising the Student Records systems at both the University of Cumbria (SITS) and Imperial (Banner), maintain accurate student records for internal use and for reporting to external agencies, government bodies or for use in legal processes.
2.	Take proactive responsibility for the administration of mitigating circumstances and attendance monitoring, ensuring that administrative processes are implemented in line with relevant policies and procedures.
3.	Support and help develop programmes for welcome week, open day activities and other programme-related student and faculty events.
4.	Respond to enquiries of varying complexity from academic staff and students in a timely, professional and friendly manner, seeking information from others when necessary to effectively answer queries, and making judgements about when to pass queries to others for reply.
5.	Provide administrative support to relevant PCSM meetings and groups (e.g. Student Conduct and Capability Group and Student/Staff forums) and take notes of meetings between senior staff and students as required.
6.	Take the administrative lead on the longitudinal Community Projects, ensuring that staff and students are appropriately supported and have all the information and resources they require.

Additional Information:

You may on occasions and in line with operational needs:

- Be required to work different hours including at weekends/evenings;
- Be required to travel to other campuses and sites as necessary.

In addition to the duties listed here, you will be required to perform other duties which are assigned from time to time. However, such other duties will be reasonable in relation to the grade.

It is the University's intention that this role description is seen as a guide to the major areas and duties for which the post holder is accountable. However, the business will change and the post holder's obligations will vary and develop. The description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

Our Values:

At the University of Cumbria, our values shape the way we work, our culture and environment.

We are PERSONAL

Individuals are at the heart of what we do, and our culture of belonging recognises and supports every person. As an institution, we have mutual respect for those we work with and for and we care about understanding each other's challenges and helping one another to thrive.

We are PROGRESSIVE

As a university we have a determination to deliver our mission, which keeps us open to opportunities in front of us. We encourage thoughtful and inspirational ideas, and we tackle problems proactively, with optimism, creativity and courage.

We are ENGAGED

As stewards of knowledge and place, it is our privilege to champion the region and advocate for the value of education. The University of Cumbria is welcoming to different perspectives, expertise and experiences and we are committed to building and nurturing strong links with our communities.

Providing an Inclusive Environment:

The University of Cumbria is committed to providing an inclusive environment, where staff, students and visitors are encouraged to be their true self, in order to enhance the individual and collective experience. As a university community, we share the social responsibility of enabling this inclusive environment by valuing, respecting and celebrating differences, to ensure that we generate a sense of understanding and belonging.

The university recognises that our differences are our strength, seeking and valuing different perspectives and ideas, in an environment that is without prejudice and bias.

We are committed to embracing our responsibility as a facilitator of change and continue to develop our equality agenda in line with and, where appropriate, beyond the Equality Act 2010. We do not tolerate discrimination, bullying or harassment in any form on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Health & Safety Statement

All employees at the University of Cumbria are required to ensure that all duties and responsibilities are discharged in accordance with the University's Health and Safety at Work policy. They should take reasonable care for their own health and safety and that of others who may be affected by what they do or do not do. Employees should correctly use work items provided by the University, including personal protective equipment in accordance with training or instructions.

Criteria for Grade 5 Role Title: PCSM Programme Administrator	Essential/ Desirable	To be identified by:
Qualifications Educated to RQF Level 3 (A Level, Scottish Higher or equivalent) or equivalent experience.	Essential	Application Form
Experience Previous experience in a relevant role dealing with information management systems and understanding of the relevant terminology. Experience of working in a university and understanding of the higher education sector and higher education regulations.	Essential Desirable	Application Form / Interview Application Form/Interview
Knowledge, skills and abilities Ability to provide kind, friendly and professional advice and support, interpret requirements and produce appropriate solutions based on a general brief. Ability to prioritise and effectively plan and organise own workload, short-term activities and events. Meticulous attention to detail, with an ability to carefully check own work and that of others. Ability to be tactful and diplomatic when required, as a front-line service provider, to deal with confidential and sensitive situations. Strong ICT skills, with the ability to use information systems and software packages (e.g. Microsoft 365), and adapt to new technology. An ability to work independently and in teams, and to show initiative. Analytical and problem-solving ability to understand and interpret information and make recommendations. For example, skills for analysing data and reports.	Essential Essential Essential Essential Essential Desirable	Application Form/ Interview Application Form/ Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview
Other Commitment to the Strategic Plan of the University especially in relation to equality of opportunity at work and a healthy and safe working environment.	Essential	Interview