

**BPP Job Description**

**Job Title** University Central Administration Officer

**Department** University Central Administration

**Location** London – East (Portsoken)

**Additional details** Hybrid working – Home/Office

**Contract type** Full time and permanent

**Hours of work** Monday-Friday, 8.30am-5pm

**Reporting lines** Reporting to Senior UCA Officer

**Job Purpose**

As a UCA Officer you will be a key member of the University Central Administration and Enquiries Team and will be responsible for providing a first-class service to students in respect of managing and responding to their queries.

Where necessary, you will be expected to assist the other teams within the University Central Administration during peak times, which may include all regular administrative duties (organising mailouts, dealing with general enquiries).

**Key Responsibilities**

* Responding to student queries via the Case Management System and email across the University Central Administration Department (including exam details, results, transcripts, letters, etc)
* Assisting with results releases
* Liaising with various departments across the organisation
* Responding to informal student complaints
* Providing admin support to other areas of the department, such as graduation ceremonies, student records processes and ID Card generation.
* Undertaking any other reasonable duties commensurate with the level of the role
* Undertaking all duties and responsibilities in compliance with the rules and regulations
* Adhering, complying and working in accordance with University and Departmental policies, procedures, codes of conduct and GDPR.
* Participating in training and professional development associated with the role

**Skills, experience & qualifications required - Essential**

* Experience of working in a professional academic support team, in a higher education academic support service or other relevant administrative setting
* Familiarity with MS Office and possessing a high level of IT competency
* Excellent communication skills with ability to communicate with students and staff in a helpful and professional manner
* Good organisational and time management skills with the ability to meet deadlines under pressure
* Ability to prioritise a diverse and demanding workload working to often competing deadlines in a calm manner
* Ability to interpret academic regulations and policies and apply them to your day-to-day work
* Evidence of analytical and problem-solving skills
* Excellent attention to detail and the ability to maintain a professional manner and calm approach in a busy office environment
* Confident individual with a strong team working ethic with a can-do attitude

**Skills, experience & qualifications required - Desirable**

* Educated to degree level or equivalent professional qualification, however, applications from candidates with appropriate and relevant work experience will also be considered
* Experience of, and competency in, the use of FileMaker databases and/or a student information system would be a distinct advantage
* Knowledge of Higher Education Regulations/Regulators e.g. QAA, Quality code and OFS

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned. You may also be asked to assist with tasks conducted by other teams within the department to assist with busy and peak periods.