**Job Title:**  Programme Operations Administrator

**Location:** Home and Office Based

 **Contract:** Full time, permanent

**Department:** Law School

**Reporting to:**  Head of Operations – Law School

**Key Relationships:** Programmes team, Programme Advice, Legal apprenticeship Ops team Delivery Teams, Examinations and Assessment Team, Award Leaders, Faculty, Central Operations Teams.

**Job Purpose:**

The Programme Operations Administrator will be responsible for facilitating the smooth running of the Law school by providing consistent, proactive , high-quality administrative support. The role will include maintaining organisational administrative support including processing Faculty queries, programme tracking, DDD lists

Tasks

* Ensure that data integrity is adhered to at all times.
* Working with the central Data and Reporting teams
* Maintaining and amending cohort information
* Attendance at Programme and Law school meetings as required
* Grouping of new and continuing students

**Knowledge, experience and qualifications required**

* Excellent attention to detail and a high degree of accuracy
* Strong administration, process and organisational skills
* Experience of working to KPI/SLA’s
* Excellent customer service skills
* Excellent communication skills
* A good team worker and the ability to work alone without supervision
* Excellent knowledge and skills in using the Microsoft Office suite in particular excel
* Experience of working in Power BI
* Ability to work under pressure and adhere to deadlines
* Ability to prioritise and multi-task when necessary
* Flexible approach to working in a collaborative environment
* The ability to deal positively with change, with a flexible and responsive approach