






NORWICH UNIVERSITY OF THE ARTS Course Administration Assistant



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OF THE ARTS**

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Supporting Information

Norwich University of the Arts (NUA) is a dynamic, modern and creative community providing arts, design and media education from a unique campus at the heart of the city's cultural quarter. Whilst the institution's history can be traced back to 1845, we are contemporary and forward thinking with industry standard facilities. NUA's mission is to be the best specialist university for Arts, Design and Media study in Europe, producing graduates of the highest quality and inspiring students and staff to achieve excellence in the creative and cultural spheres.

We support our students through our commitment to learning, teaching and the wider university experience, to give them the best possible preparation for their future lives and careers.

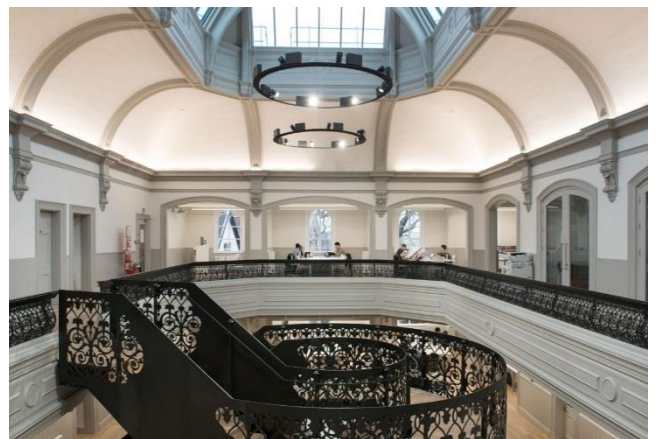
We are gold-rated in the Teaching Excellence Framework (TEF) assessment, for delivering consistently outstanding teaching, learning and outcomes for our students – the highest quality found in the UK.

This is all underpinned by our professional services staff which, along with our estate and physical resources, is the bedrock of our supportive academic community, with equality, diversity and environmental sustainability to the fore.

If you are successful in your application, you will join a dedicated, friendly team of academic and professional services staff. We realise making career choices requires careful consideration and hope that as you learn about us you will be inspired by our ethos and plans for the future of NUA and that you will want to join our team.

Professor John Last Vice Chancellor

For further information on the NUA and our Community please view the **Joining our Creative Academic Community** document on our website.



Course Administration Assistant

Grade 4 - £19,850 to £22,214 per annum

The University is seeking to appoint a highly motivated Course Administration Assistant to work within the Student Enquiries Office. You will be located within a busy team of Course Administrators and be the first point of contact for our students for any of their queries, providing information, advice and guidance on all aspects related to their study at the University.

You will be a friendly communicator with good organisation skills and a can do attitude. You will enjoy working with people and will be committed to providing an excellent service. The team provides support to our students and our course staff and you will be required to undertake some administration associated with the role, having a working knowledge of Microsoft Office applications (Word, Excel and Outlook).

Closing date: Wednesday 25th October
Interviews will be held on: Tuesday 7th November

Committed to equality and valuing diversity.



Job Description

Course Administration Assistant

Reports to Faculty Administration Manager

Job Purpose

The post-holder will be the first point of contact for students accessing the Student Enquiries Office, providing a comprehensive information service, answering student queries and offering guidance and help to students who wish to access other services provided by the University

Main Responsibilities

- Be the first point of contact for students and other enquirers, answering enquiries made in person, by telephone, or by email, and ensuring that records are kept of responses made, and preparing and issuing letters or other documents requested by students to support their studies (e.g. Council Tax letters).
- Provide a welcome service for MA applicants attending an interview, directing them as appropriate and photocopying all necessary documents required as part of the admissions process.
- Provide advice and guidance to students on matters of general Course Administration procedures and signpost students to other sources of support and information as required, including scheduling appointments for students with the relevant staff as necessary.

OTHER DUTIES

- In addition to the main responsibilities, the post-holder will undertake some general administration and monitoring tasks required to support the students on their courses (e.g. monitoring attendance, updating the University's timetabling system (Celcat) or Student Records System (SITS), assisting with the monitoring of assessment submissions and mark input). Duties will vary depending on the time of year.
- Ensure the smooth running of the area by anticipating general office needs including: ordering stationery; preparing orders for goods and services; checking invoices; and collection, date stamping and distribution of post.
- Have a working knowledge of key University's documents including the Award and Credit Scheme, the Course Guide, the Student Regulations and Procedures and the Staff Handbook on QME.
- Ensure that all activities are undertaken within the timescales as required by the University and as required by key University policies including Data Protection, Freedom of Information, Equality and Diversity and Health and Safety.
- Undertake administrative duties for other areas of the Academic Registry to support various functions at different times of the academic year including admissions interviews, enrolment day procedures and support for graduation day ceremonies.

Further information

Equal Opportunities

All members of staff are required to support the University's policy on equal opportunities and to ensure that their work practices reflect that commitment.

Health & Safety

All members of staff are responsible for ensuring their procedures and practices are compliant with the University's Health and Safety Policy.

Policies & Procedures

To comply with any policy and procedure as regularly updated and published on the intranet applicable to your role, e.g. Confidentiality, Data Protection, IT Acceptable Use, Disaster Recovery, Quality Management and Enhancement procedures etc.

Staff Development

Participate in Staff Appraisal and Development Review and Staff Development and Training activities as well as maintaining own subject knowledge.

Engage with the Higher Education Academy Professional Recognition Scheme as agreed with the line manager.

Confidentiality

Maintain confidentiality regarding all aspects of work.

Variation to Job Description

Norwich University of the Arts reserves the right to vary the duties and responsibilities of its employees within the general conditions of service. The duties and responsibilities outlined above will be periodically reviewed and may be altered as the changing needs of the University may require.

Person Specification

Course Administration Assistant

Essential

- Educated to degree level or equivalent qualification/experience in a relevant area
- Providing effective administrative support in a busy and demanding office environment
- Experience of producing written documentation, such as reports, letters, or other documentation in a professional context
- Experience of planning, organising and prioritising own workload to a high standard and in accordance with set deadlines
- Ability to plan, organise, and prioritise own workload effectively in an environment with demanding deadlines
- Excellent IT skills including working with Microsoft Office and electronic forms of communication
- Excellent interpersonal skills and the ability to deliver a high quality customer service
- Well-developed written and oral communication skills, including the ability to communicate effectively with a diverse range of staff, students and external agencies
- A high standard of accuracy and attention to detail
- A commitment to a high quality customer service, equal opportunities and to working with students from a diverse range of backgrounds
- Proven ability to maintain discretion when dealing with confidential issues
- Ability to make independent decisions within the confines of role responsibilities, but also have the flexibility to work as part of an administration team

Desirable

- Administrative experience in a Higher Education or Further Education environment
- Experience of using a records system/corporate database
- Knowledge of the requirements of the Data Protection Act and/or Freedom of Information Act

General Information

Terms and Conditions of Appointment

On appointment, the successful candidate will receive a full statement of terms and conditions for Professional Services staff.

Duties

The duties and responsibilities are outlined in the job description contained in the post details pack.

Hours of Work

The standard hours of work for professional staff is 37 hours per week, 52 weeks per year, and any additional hours as are necessary for the proper discharge of your duties and responsibilities.

Salary

£19,850 to £22,214 per annum

Annual Leave

The annual leave year runs from 1st January to 31st December.

There is an annual holiday entitlement of 20 days pro rata (increasing to 25 days after 5 years' service at the start of the leave year) plus 8 statutory days. In addition, the University may grant up to 4 concessionary days leave per year when the University is closed.

Pension

Employees have the benefit of joining an excellent defined benefit pension scheme which builds up a pension on a "Career Average" salary basis to which the University currently contributes an additional 19.5%.

As a member of the scheme, you would be provided with a secure future retirement income, independent of share prices and stock market fluctuations. There is also cover in the event of early retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you.

You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at <https://www.norfolkpensionfund.org>

Interview Expenses

Reasonable travel and incidental expenses incurred in attending the interview will be reimbursed, subject to **prior** approval. You will be required to provide receipts for expenses claimed. If you are offered the position and decline the offer, expenses will not be reimbursed.

Qualifications

Candidates invited for interview will be required to bring their original certificate as proof that they hold the qualifications listed as essential on the person specification for this role.

Eligibility to Work in the United Kingdom

If you are invited for interview you will be asked to provide original documentary evidence of your eligibility to work in the UK. This will normally be your current passport. Candidates will be provided with a list of documents that can be provided as evidence.

Overseas Applicants

If you are from outside the European Economic Area (EEA), you will need to obtain a visa through the UK Border Agency's Points Based System in order to work in the UK. More information on this is available on the Visas and Immigration section of the Home Office website.

For a skilled worker from outside the EEA to obtain a visa under Tier 2 of the Points Based System, the University must issue a valid Certificate of Sponsorship. Before this can be issued, the University must be satisfied that the post cannot be filled by a settled worker and that the individual will meet the points requirements of Tier 2.



Application and Recruitment Process

Accessibility

If you require copies of documentation in alternative formats, large print or Braille, please contact the Human Resources Department.

Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for you to read before you complete your application form.

- **Job Description** – provides information about the main duties and responsibilities for the position. It also describes the purpose of the post.
- **Person Specification** – sets out information about the characteristics that are essential and desirable to perform the duties in the job description eg knowledge, skills, experience, abilities and qualifications that the ideal candidate will have to enable them to fulfil the duties of the role. Candidates will only be shortlisted if they meet all the essential criteria.

Application Form

The application form is the first stage in the recruitment and selection process and is a key element in being short-listed for an interview and the possible offer of a job. Therefore, it is important that you complete all relevant sections of the application form as clearly and as fully as possible.

These notes give guidance on completing the application form and also further information with regard to the post and the recruitment process.

If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Department on 01603 756243 or by emailing jobs@nua.ac.uk.

Applications should be completed in full and should preferably be typed.

You may submit your application form electronically to jobs@nua.ac.uk. By completing and emailing the application form, you confirm you are accepting the terms of the declaration as detailed on the form and understand that any false statement or omissions may result in your application being withdrawn or your appointment being terminated.

Supporting Statement and Additional Information

Space is provided on the application form for you to write a statement in support of your application. You may wish to enclose additional sheets which should be clearly marked with your name and the position you are applying for.

Your statement in support should address all the criteria listed under the person specification and state how your previous and present experience enables you to satisfy each of the criteria, using specific examples that are relevant to the job. This will enable the short listing panel to assess your knowledge, skills, experience, abilities and qualifications against the requirements of the post.

If you have been out of paid employment for a time, or have never been employed, you may have transferable skills or experience gained through voluntary/unpaid work or domestic, social or community activities that you undertake.

Education/Qualifications

In your application you should give details of examinations passed and any professional qualifications or awards obtained. Please provide details of the grade (if applicable) and the date of the award. If you are invited for interview you will be asked to bring the original copies of the qualifications as set out in the essential and desirable person specification which will be copied and checked against your application form.

Submission of Curriculum Vitae

You may, if you wish, submit a CV with your application form. However, we are unable to accept CVs without a fully completed application form.

Referees

Please provide the names, addresses and telephone numbers or email address of two people who are able to provide you with a reference. The first person should be your current or most recent employer and the other person must be someone who is able to comment on your skills and abilities required for the post.

If you are not currently working, or have never been employed, you should give the name of someone who knows you well. This should not be a friend or relative.

References will not normally be taken up unless you are provisionally offered the positions. All offers of employment are subject to receipt of satisfactory references.

Equal Opportunities Monitoring

Norwich University of the Arts is committed to equality and diversity. All applicants will be considered on their abilities and will not be discriminated against on the grounds of age, disability, gender reassignment, pregnancy, race, religion or belief, sex and sexual orientation.

As part of its commitment to equality and diversity we undertake equal opportunities monitoring of our workforce and applicants to enable us to evaluate the effectiveness of our policies and procedures.

To help us with this commitment, all applicants are requested to complete and return the Equal Opportunities Monitoring form as part of their application. Information on the form will be treated as confidential and will be used in accordance with the requirements of the Data Protection Act 1998. The information will be used for statistical purposes only, other than for the successful candidate as the data will form part of their personal confidential record.

The form will detached from your application form before this is given to members of the short listing or interview panel.

Submission of Application Form

Completed documentation must be submitted by:

5pm on Wednesday 25th October 2017

This is a strict deadline and we regret we are unable to accept late applications.

The University cannot be held responsible for application forms which are lost or delayed in the post. If you post your application form, please ensure there is sufficient postage for the size and weight of the envelope.

Application forms should be emailed to jobs@nua.ac.uk or posted to:

Human Resources Department
Norwich University of the Arts
Francis House 3-7 Redwell Street
Norwich NR2 4SN

I would like to take this opportunity of thanking you for your interest in the position.

If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Department on 01603 756243 or by emailing jobs@nua.ac.uk.

Interview Arrangements

If you are shortlisted for interview you will normally be contacted by telephone or email by a member of the Human Resources Department.

The date of the interview is:

Tuesday 7th November 2017

If you have been unsuccessful in your application we will write to you accordingly. Due to the high volume of applications we receive we are unable to provide feedback for applicants.

Shortlisted applicants are asked to bring proof of eligibility to work in the UK to their interview. This will normally be in the form of a passport which will be checked and a copy taken by a member of the Human Resources Department. For the successful candidate the copy will be held on the personal confidential file. Documents copied for unsuccessful applicants will be destroyed 6 months after the recruitment process has been completed.

Offers of Employment

All provisional offers of employment are subject to proof of eligibility to work in the UK, verification of qualifications, satisfactory references and completion of a medical questionnaire.

