

<b>Job Description:</b>	<b>Student Administrator</b>
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<b>Reporting to:</b>	<b>Senior Management</b>
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The college will offer **fully supported study** on one of its university accredited programmes (**BA or MSc/MBA**) as part of the package for this position.

### Aims and Objectives

- To proactively support the work of the Line Manager in his/her activities.
- To carry out professional preparation for the delivery of courses and to be responsible for maintaining records relating to student enquiries.
- To assist with the College's media and communications in attracting students and promoting the College.
- To maintain a professional service to internal and external customers at all times.

### Skills

- **Must** have good personal communication skills with the ability to make strong working relationships with other members of the College team, including the lecturers;
- **Must** be able to organise themselves and others and be **reliable and punctual**;
- **Must** be able to learn and adopt new methods and techniques in meeting the needs of clients;
- **Must** be flexible;
- **Must** be professional in both presentation and delivery of service;
- **Must** have the ability to reflect on performance and be interested in continuing personal and professional development;
- **Must** be able to operate in both the German and English language.

## Tasks

The role will involve duties within both the Student Records Department and Media & Communications Department. **This is an administrative post**, so there will be common skills required (see below) but there will be varying duties depending on the department where the candidate is working.

- Support the College Registrar and the Media and Communications Executive in his/her duties.
- **Maintain databases** both electronically and in paper-based form, Keeping records of student numbers and a record of work submitted and assisting in preparing all documentation/records for assessment boards.
- Assist in organising student registration and liaison with partner universities.
- Update student registers and monitor their attendance. Send a copy of register to employers on a regular basis (monthly, depending on group).
- Assist the Registrar in ensuring quality procedures for all programmes are carried out effectively.
- Distribute assignment and exam results to students on time and to record outcomes covered in assessments.
- To assist the Registrar in producing annual student reports and certificates. To assist in preparation of Certificates and to assist in ensuring certificates are ready for graduation ceremony.
- To support in preparing and updating handbooks, module specifications and assessment packs and undertake examination invigilation duties where required.
- In the media and communications role, to **input data** and convert enquiries and applications to students on programme.
- To be involved in developing brochures and publicity material and to eventually be able to update web based content.
- To assist in the provision of a professional, high quality service to all customers (internal and external) at all times, and to have a flexible approach. This includes **email correspondence**.
- To be responsible for on-going direct mail (newsletters) and web-based activities in order to ensure high-quality communication with former students and those enquiring about our programmes.
- To uphold the college equal opportunities policy at all times.

### **Possible Changes**

*This is a Traineeship position which will include working with two departments, notably but not necessarily exclusively, Student Records and Media & Communications.*

The college works in a dynamic and ever changing environment and it is therefore essential to achieve the highest possible degree of flexibility. This job description will therefore need to be reviewed on a regular basis, usually at appraisal time. Sometimes it may be necessary to do this more often. Please note that it cannot be assumed that such changes will result in any salary increase.