



Job Description - Programmes Administrator

Reports To: Assistant Registrar
Key Relationships: UG Programme Leaders, Programme Administrators and Assistant Registrar
Location: LST, Green Lane, Northwood, HA6 2UW

London School of Theology

London School of Theology (LST) has been providing academic evangelical theological education since 1943. It is committed to serving the Church globally and training Christian disciples who transform wider society through their life and witness. We are at an important moment in the life of the School, with a new 5 year strategic plan having just been rolled out with a bold vision: **Forming Disciples, Resourcing Churches, Impacting Society.**

Overview of the role

The responsibilities of the post-holder are designed and divided into two main areas: Registry activities and Programmes activities. The post-holder will provide efficient and effective delivery to the Theology and Worship Programmes, Theology and Counselling Programme, while continuing to assist with Registry Office functions.

Key Tasks

The following key tasks are indicative of the role, rather than exhaustive, and tasks may be amended in response to changing requirements or in line with the skills and experience of the post-holder.

Programmes activities – duties will include but not limited to:

1. **Music events, intensive modules, concerts and other events where there is a musical component** (e.g. Christmas concert): the post-holder is required to support the organization of these events by managing artists, rehearsal schedules and programming.
2. **Co-ordinating Faculty:** to co-ordinate Faculty availability and ensure that lessons are delivered in accordance with the requirements of the programme; this, in the context of first study tuition. The post-holder will liaise with part-time, guest and visiting teaching staff regarding academic timetables, assist the Programme Leader in the preparation of the Music and Worship timetable, liaise with the Academic Administrator in ensuring that all music modules have been appropriately timetabled and co-ordinate students' first study timetable, liaising with both students and tutors.
3. **Manage the practical assessments including recitals, residential weekends:** the post-holder will be putting together the programmes (split into levels), managing the process during the day, being on hand to organise the technical requirements, organising which lecturers are marking which cohorts (in consultation with the Programme Leader), producing the recitals and supporting and encouraging the students. This will also involve assisting the module leaders with the filming/recording of student assessments, facilitating the distribution of assessments between markers, Registry and external examiners, and creating exam schedules for submission to the Assistant Registrar.
4. **Managing the first study timetable:** this will include matching lecturer availability to the availability of students, reconciling and processing all of the invoices that are submitted and ensuring that these are signed off by the Music Programme Leader.

5. **Managing the attendance register:** this will include providing first study tutors with attendance registers, ensuring that all registers (whether on SIS or, in the case of first study tutors, kept separately) are completed in a timely manner, monitoring online activities of Music and Worship students studying in blended mode, monitoring attendance at first study and other music lectures and flagging non-attendance issues with the Programme Leader and Assistant Registrar.
6. **Managing the complexity of working across Registry, the Music Department, the Counselling Department and other departments within the School:** due to the nature of the role, the post-holder is required to liaise with other departments in the School such as catering, IT, facilities, conferences, maintenance; this in the context of delivering the above activities.
7. **Miscellaneous administrative duties:** this will involve providing administrative support to the Programme Leaders in relation to the revalidation of the Programmes, helping to coordinate ensemble auditions, counselling practical exams and residential weekends organisation, maintaining a list of notable dates, managing bookings for Music practice rooms and Counselling rooms, overseeing the borrowing and return of music equipment. Meeting regularly with the Programme Leaders, maintaining a list of all Music students (including their first study, first-study tutor, options, ensemble and mode of study - FT/PT/Blended), and undertaking other duties as agreed with the Programme Leaders and/or line manager from time to time.

Registry activities – duties will include:

8. **Programme handbooks:** liaising with the Programme Leaders to regularly update and publish the Programme Handbooks in a timely manner.
9. **Marking administration:**
 - a. Creating 1st and 2nd tier marking schedules for all music and worship and counselling assessments.
 - b. Preparing and distributing mark-sheets for all practical exams and vivas.
 - c. Liaising with external examiners.
 - d. Updating extension/extenuating circumstances information on the VLE.
 - e. Keeping track of marking status and a system of regular reminders to Faculty and Visiting Lecturers.
 - f. Management of exams including timetable preparation, question gathering, exam registers and assigning invigilators.
10. **Assessment Board preparation:**
Under the direction of the Senior Programme Administrator
 - a. Downloading, entering and double-checking marks for music programmes in preparation for assessment boards and submitting correct marks to the Assistant Registrar in a timely manner.
 - b. Playing an active part in the preparation of Assessment Boards and being present to participate; this may include taking minutes.
11. **Programme options/projects/module feedback:**
 - a. Providing administrative support to the Programme Leaders in relation to student selection of programme options.
 - b. Managing the choice of options including promoting options available, arranging options meetings, managing queries and option documentation; confirming choices to students.
 - c. In liaison with the Programme Leaders, coordinating the level 6 student project proposal process, approval by external examiners, allocation of supervisors in a timely manner, allocation of 1st and 2nd markers.
 - d. Co-ordinating the processing of module feedback forms.
12. **Programme Boards:**
 - a. Administer the delivery of Programme Boards including booking rooms, distributing agendas and papers and taking minutes.
 - b. Liaising with external examiners regarding reports and participation.
13. **Student Information System (SIS):**
Under the direction of the Senior Programme Administrator
 - a. Enrolment on SIS, ensuring accurate information is captured for each student, updating information when required.
 - b. Update course information, manage modules and set up attendance registers for each module.

- c. Input assessment marks, calculate level averages and award overalls in preparation for Module and Assessment Boards.
- d. Creating and managing reports on SIS.

14. Virtual Learning Environment (VLE):

- a. Enroll students onto modules.
- b. Update Student Statuses
- c. Manage module information on VLE, creating new pages or update existing pages,
- d. Set up Assessment submission inboxes, update due dates.
- e. Release of marks to students.

15. Helpdesk and Student Queries:

- a. Managing and responding to student queries in a timely manner, liaising with other departments when needed.
- b. Creating Transcripts for current students and alumni, including requests for academic information from the archive
- c. Create and send confirmation letters or other documents as proof of study as requested.

16. General:

- a. Dealing with and resolving potential student enquiries and current student issues.
- b. Providing administrative support to the Programme Leaders and Assistant Registrar.
- c. Updating music department web pages and social media channels on a regular basis.
- d. Actively participating in student recruitment registration, induction and graduation as well as LST events.
- e. Other duties as agreed from time-to-time within the context of the role.

Person Specification:

	Essential (E) Desirable (D)	Demonstrated at Application (A) Interview (I)
Qualifications:		
A first degree or a combination of good secondary level qualifications and relevant experience	E	A
Experience, expertise and skills		
IT literate and proficient in the use of complex databases, Microsoft Office package, social media platforms.	E	A/I
Ability to manage multiple assessment submissions on a Virtual Learning environment (including videos, Sibelius and Logic files)	D	A
Experience of File sharing and upload via Dropbox, One drive,	D	A
Experience of working in an administrative role	E	A
Experience of working within a similar size and/or HE organisation	D	A
Experience of working with educational platforms and databases	D	A
Experience of working in a compliance/regulatory context in HE	D	A
Experience of delivering excellent customer service consistently and promptly	E	A/I
Highly organised and an excellent eye for detail	E	A/I
Ability to work calmly under pressure	E	A/I
Ability to work on own initiative	E	A/I
Ability to juggle competing demands and to prioritise effectively	E	A/I
Previous experience in event planning and organisation	D	A/I
Personal attributes:		
Known by others as loyal and friendly	E	I
Calm, thoughtful and polite to people	E	A / I
Clear, concise and accurate oral and written communication skills	E	A / I

Methodical, analytical and disciplined	E	I
Desire and ability to learn, grow and develop	E	I
Excellent in developing and maintaining interpersonal relationships	E	I
Able to work from Office	E	I

Terms of Employment:

Salary: £22,000 - £24,500 per annum depending on experience.
Hours: 1.0 FTE (35 hours per week). The usual working day is 9.00 am to 5.00 pm although some evening and weekend working may be required for which TOIL will be given.
Contract: Permanent.
Holidays: 24 days per annum plus public holidays for 1.0 FTE role and pro-rata accordingly.
LST is closed between Christmas and the New Year, and this is given as additional leave.
Pension: Eligible to join the School's pension scheme.
Notice: During the first six months, one week's notice must be given in writing on either side. After this period, one calendar months' notice must be given in writing on either side.

Additional benefits include life assurance, sick pay after qualifying period, free onsite parking and discounted meals.

Date of appointment: It is intended that the postholder shall take up the post as soon as possible.

London School of Theology is a Christian college and as such it is a requirement of the Person Specification that the postholder must be in sympathy with the Christian ethos, aims and objectives of the School.

All successful candidates must have the right to work in the UK.

Application Process and Closing Date:

Applicants should send the following to the HR Manager (recruitment@lst.ac.uk) as pdf documents attached to an email:

- a. Covering letter of application stating why the role is of interest and how the requirements of the Person Specification are met
- b. Curriculum vitae
- c. List of three referees (these will not be taken up without the applicant's permission)

The HR Manager
London School of Theology
Green Lane, Northwood
Middlesex HA6 2UW

Email: recruitment@lst.ac.uk

Tel: 01923 456000

Final closing date for receipt of applications: Noon, Tuesday 1st October 2024.

Candidates are encouraged to submit their applications as soon as possible as these will be assessed upon receipt and interviews will take place on a rolling basis. Initial interviews may take place by a video call with second stage interviews taking place at our site in Northwood.

It is intended that the postholder will take up the post as soon as possible and we therefore reserve the right to close the application date earlier than stated above.