LONDON SCHOOL OF HYGIENE & TROPICAL MEDICINE

SHORT COURSES ADMINISTRATOR

POST: Short Courses Administrator
DEPT: Registry
TYPE: Full time
RESPONSIBLE TO: Head of Registry
GRADE: PSP 3

JOB DESCRIPTION

Job Purpose

The Short Courses Administrator is responsible for delivery of Registry services for the School in relation to Short Courses that run throughout each academic year.

The post holder will be responsible for processing applications, invoices, queries related to Short Courses and providing general administrative support to the office throughout the busy summer months.

JOB DESCRIPTION

Reporting to the Head of Registry, the duties of the Short Courses Administrator are as follows:

SHORT COURSES

To assist with the co-ordination of the short course activities of the School, including the organisation and operation of the School’s procedures for application and admission to short courses and teaching programme modules by:

- dealing with enquiries from students, applicants and Short Course alumni,
- processing applications for admission to Short Courses and teaching programme modules,
- liaising with applicants and sponsoring organisations,
- producing offers of admission and other correspondence for applicants to Short Courses,
- checking previous qualifications of applicants to courses,
- registering Short Course students,
- assisting the Short Courses Officer in the development of the School’s Short Courses programme,
- liaising with course organisers and course secretaries regarding Short Course arrangements,
- issuing invoices to Short Course students and sponsors,
- liaising with Registry and Finance Office staff regarding fee payments,
- assisting with the review and closure of Short Courses accounts,
- producing Short Course and teaching programme module certificates,
- providing other clerical support for the recruitment of Short Course students,
- assisting in the production of Short Course statistics,
- maintaining and developing the Short Course filing system,
- Working with the External Relations team to update information on the Short Course webpages,
- liaising with the Student Immigration & Compliance Officer to enable prompt processing of Short Term Visa Letters; and
- proactively raising issues to the Short Courses Officer or Deputy Head of Registry - Admissions, offering potential solutions where possible.

ADMISSIONS

Under direct supervision of an Admissions Officer the post holder will provide support to the School’s admissions
administration during peak times by:

- efficient and accurate processing of postgraduate taught and research degree applications to the School by making routine initial checks according to established criteria and following up with applicants if further information is required
- liaising with internal and external stakeholders to provide a unified and customer focused Admissions service, handling and responding to enquiries from applicants whether in person, by email, over the telephone, in relation to entry requirements, application amendments and the progress of individual applications, giving due consideration to data protection legislation,
- providing clear guidance to applicants on the process of applying to the School,
- inputting, updating and maintaining application information on the School’s Admissions Portal and SITS; and
- pre-arrival liaison with applicants and providing support to Registry colleagues with registration preparation activities.

OTHER DUTIES

To provide general support to Registry services by:

- registering new and continuing taught course, research Course students and checking their eligibility to register,
- answering general enquiries at the Registry counter, via email or telephone,
- ordering stationery, equipment and other supplies for the office,
- engaging in development and training, not only through attendance at recognised events but also through taking an active interest in the broader work of the School
- acting as a steward at the School’s Graduation Ceremony (usually held on a Saturday each year),
- covering the duties of other Registry staff during absences as directed by the Head of Registry, or Deputy Heads of Registry; and
- undertaking any other responsibilities or duties as reasonably delegated by the Head of Registry, or Deputy Heads of Registry.

GENERIC DUTIES AND RESPONSIBILITIES OF ALL LSHTM EMPLOYEES

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is full consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Academic Registrar or Chief Operating Officer.

The post holder will be responsible and accountable for ensuring all School policies, procedures, Regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance review process.

SALARY AND CONDITIONS OF APPOINTMENT

Starting salary will be on the Professional Support Pathway 3 scale at £24,065 per annum

EXTERNAL APPLICATIONS

Applications should be made on-line via our website at http://jobs.lshtm.ac.uk. Online applications will be accepted by the automated system until 10pm of the closing date. Applications should include a CV and the names and email contacts of two referees who may be approached if shortlisted. All queries regarding the application process should be addressed to jobs@lshtm.ac.uk. Please quote reference REG18. Interviews will be held on 19 or 20 September 2016.

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as “Please see attached CV” will not be considered acceptable.
ASYLUM AND IMMIGRATION STATEMENT

The School will comply with the Immigration, Asylum and Nationality Act 2006, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to bring their passport (and visa if applicable) to interview so that it can be copied and verified.

This role does not meet the minimum requirements set by UK Visas and Immigration to enable sponsorship of migrant workers. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.

Further information about Certificate of Sponsorship and eligibility to work in the UK, can be found at: www.ukba.homeoffice.gov.uk/employers/points

PERSON SPECIFICATION

- This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.
- Applicants will be shortlisted solely on the extent to which they meet these requirements.

POST: Short Courses Administrator

DIVISION/DEPT: Registry

QUALIFICATIONS

<table>
<thead>
<tr>
<th>No</th>
<th>Evidenced achievements:</th>
<th>Essential/Desirable</th>
<th>Tested by</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hold an undergraduate degree or equivalent professional experience</td>
<td>Essential</td>
<td>A</td>
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SKILLS & COMPETENCIES

<table>
<thead>
<tr>
<th>No</th>
<th>Skills and abilities required for effective performance including:</th>
<th>Essential/Desirable</th>
<th>Tested by</th>
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<tbody>
<tr>
<td>2</td>
<td>Ability to prioritise own work and to work flexibly and meet deadlines</td>
<td>Essential</td>
<td>A, I</td>
</tr>
<tr>
<td>3</td>
<td>Proven ability to work as a team player</td>
<td>Essential</td>
<td>A, I</td>
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<tr>
<td>4</td>
<td>Proven ability to provide an effective level of customer service</td>
<td>Essential</td>
<td>A, I</td>
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<tr>
<td>5</td>
<td>Exceptional attention to detail skills</td>
<td>Essential</td>
<td>A, I</td>
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<td>6</td>
<td>Excellent written and presentation skills</td>
<td>Essential</td>
<td>A, I</td>
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BACKGROUND & EXPERIENCE

<table>
<thead>
<tr>
<th>No</th>
<th>Type of background and experience required for this job:</th>
<th>Essential/Desirable</th>
<th>Tested by</th>
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<tbody>
<tr>
<td>7</td>
<td>Experience of working in higher education administration and with international students</td>
<td>Desirable</td>
<td>A, I</td>
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<tr>
<td>8</td>
<td>Experience of interpreting and implementing regulations, policies and procedures</td>
<td>Essential</td>
<td>A, I</td>
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<tr>
<td>9</td>
<td>Highly competent in a wide range of IT applications and software</td>
<td>Essential</td>
<td>A, I</td>
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KNOWLEDGE

<table>
<thead>
<tr>
<th>No</th>
<th>Type of specific knowledge required for this job:</th>
<th>Essential/Desirable</th>
<th>Tested by</th>
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<tr>
<td>10</td>
<td>Experience of the SITS student records system, or similar database software</td>
<td>Desirable</td>
<td>A, I</td>
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<tr>
<td>11</td>
<td>Knowledge of relevant legislation (eg. Data Protection Act, Equality Act)</td>
<td>Essential</td>
<td>A, I</td>
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