

Job Description

Job Title	Programme Administration Team Leader (Maternity Cover)
Salary Scale	LIPA Support Staff Scale 5/6
Responsible To	Programme Administration Manager
Responsible For	Programme Administrators
Number in Post	2
Date Drafted	August 2025

Job Purpose

Manage a team of Programme Administrators Administrative Assistants to provide excellent service to students, colleagues and external partners while maintaining accurate student records and complying with Institute regulations, policies and procedures.

Plan activities to ensure appropriate allocation of work, effective management of busy periods and compliance with deadlines.

Work closely with colleagues in the School of Performance and the wider Institute to ensure that people and processes deliver an outstanding service and are proactive and responsive to the needs of internal and external customer groups.

Work closely with the Programme Administration Manager to coordinate, manage, and where appropriate, lead on key internal and external events, such as student showcases and graduation ceremonies.

Major Tasks

1. Provide high quality services for students, colleagues and external partners through effective team leadership focused on meeting objectives and excellent customer service.
2. Manage and develop the team: contributing to recruitment; providing, or identifying the need for, training and development; managing performance and conducting appraisals.

3. Ensure that staff are effectively and flexibly deployed to deliver consistently high standards of support and customer service.
4. Plan and manage team resources to meet seasonal demands and ensure that deadlines are met.
5. Plan, organise and support key events (which might include assisting at Exam Boards or with their administration), liaising with all internal and external contributors.
6. Ensure that accurate student records are maintained, for example by undertaking regular audits.
7. Ensure that operations comply with Institute regulations, policies and procedures and provide advice to students and colleagues on their application.
8. Undertake key aspects of student administration, including enrolment, attendance monitoring, change of circumstance, module selection, coursework submission, personal support arrangements, placement administration and general enquiry handling and input to wellbeing meetings.
9. Undertake student and course administration relating to programme structure and/or requirements of a professional, statutory or regulated body.
10. Contribute to continuous improvement of processes and procedures.

Additional Key Requirements

Communication

Communicate sometimes complex information to students and colleagues, including providing clear and accurate interpretation of Regulations.

Deal sensitively and effectively with students who may occasionally be upset or angry.

Teamwork and collaborative working

Lead and supervise a team.

Act to resolve conflicts within and between teams.

Ensure that the team works effectively with other teams within the Registry and the wider Institute.

Initiative, problem solving and decision making

Resolve problems affecting the delivery of services within area managed.

Provide advice on operational issues affecting programme administration within the Institute.

Identify and drive forward opportunities to improve efficiency and effectiveness of programme administration.

Influence School/ Registry decisions by providing expertise in own area of responsibility, participating in relevant working groups, committees and consultations.

Work environment

Be aware of the risks in the work environment and their potential impact on their own work and that of others.

Ensure that appropriate risk management processes are operational within own areas of responsibility.

Other Duties

1. Work flexibly including contributing to work projects of a general nature and providing cover for other staff appropriate to the role.
2. Participate in staff appraisals and training programmes as required.
3. Always carry out duties with due regard to Data Protection/confidentiality, Equal Opportunities, Health and Safety and other policies as agreed and revised from time to time.

Notes:

This job description will be reviewed annually as part of the appraisal process and may be varied in the light of LIPA's changing business needs. The job description sets out the main duties of the post at the date it was drafted. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed.

Location:

The job is initially located on our main site. However, it may be that from time to time the post holder will be required to work on different duties, or in any other jobs, within their competence, such jobs being in their present or any other location as may be deemed appropriate. In all cases regard will be paid to the qualifications, experience, current duties and responsibilities and personal circumstances of the post holder.

Hours:

37.5 hrs per week, Monday – Friday. There may be situations whereby the postholder will need to put in the hours to ensure that e.g., agreed project/work deadlines are met.

Person Specification – Programme Administration Team Leader **(Maternity Cover)**

		To be identified by:
Education and Qualifications:		
Educated to Degree Level (or equivalent) or will hold substantial relevant professional experience.	Essential	Application/Qualifications
Experience / Knowledge:		
Experience in student administration, within a HE setting or a similar environment.	Essential	Interview / Application
Able to demonstrate in-depth knowledge of specialist area and to provide support and guidance to others.	Essential	Interview / Application
Experience of supervising other staff.	Essential	Interview / Application
Knowledge of regulations and codes of practice (e.g. those relating to taught programmes).	Essential	Interview / Application
Experience of working with complex databases, managing their content, extracting, manipulating, and analysing information.	Essential	Interview / Application
Experience of managing and improving administrative systems.	Desirable	Interview
Skills and Ability:		

Excellent communication skills and strong 'customer' focus. Able to present complex regulatory requirements in a way that non specialists can understand.	Essential	Interview / Application / Presentation
Able to use initiative to identify where changes are needed and make appropriate recommendations. Willing to participate in project work to improve administrative systems.	Essential	Interview / Application
A strong team player. Proactive and able to prioritise and manage deadlines effectively, planning ahead for the short and medium term.	Essential	Interview / Application
Able to demonstrate a flexible approach in a changing environment and to facilitate change in a team setting across multiple stakeholders.	Essential	Interview / Application
Able to work with accuracy and attention to detail.	Essential	Interview / Application
Excellent practical IT skills (Microsoft Office) and skilled in use of relevant and specialist IT packages or databases.	Essential	Interview / Application
Proven ability to work well under pressure to tight deadlines.	Essential	Interview / Application / Presentation
Able to absorb and apply knowledge of Institute structures, systems and procedures.	Desirable	Interview / Application
Experience of using standard IT packages (e.g. Microsoft Office) in a novel way to improve business processes.	Desirable	Interview / Application
Training:		
A strong commitment to personal development	Essential	Interview / Application

A willingness to undertake further training as appropriate, and to adopt and implement new procedures.	Essential	Interview / Application
Commitment:		
To LIPA's Equality and Diversity policies and practice	Essential	Interview
Enthusiasm and flexibility in their role with a 'can do' attitude	Essential	Interview
Passionate about improving the student experience	Essential	Interview
Committed to enhancing the profile of Equality, Diversity and Inclusion	Essential	Interview