LIPA
THE LIVERPOOL INSTITUTE FOR PERFORMING ARTS

Job Description

Job Title	Programme Administration Manager
Salary Scale	Scale 7/8
Responsible To	Director of Students
Responsible For	Administration Team
Number in Post	1
Date Drafted	July 2025

Job Purpose

To lead and manage the Programme Administration team in delivering a high-quality, student-focused administrative service that supports academic delivery. This role is responsible for ensuring the effective maintenance of student records, accurate processing of assessments, and the smooth coordination of core academic administration activities throughout the student lifecycle.

Job Activities

Major Task 1: Team Leadership and Management

1. Provide strategic and operational leadership to the Programme Administration team, fostering a culture of high performance, collaboration, and service excellence.

2. Manage workload allocation, staff development, and performance reviews within the team.

3. Lead continuous improvement initiatives to streamline academic administration processes in consultation with academic and professional services colleagues.

Major Task 2: Student Records and Systems

1. Oversee the maintenance and integrity of student records, ensuring accurate and timely data entry across all academic programmes.
2. Ensure compliance with internal policies and external regulatory requirements (e.g. GDPR, OfS, HESA).

3. Work with IT and Registry teams to develop and improve the use of student records systems for effective data management and reporting.

Major Task 3: Assessment and Progression Administration

1. Manage the end-to-end process for student assessments, including scheduling, submission handling, results entry, and progression tracking.
2. Support Boards of Examiners and ensure that decisions are accurately recorded and communicated to students.
3. Ensure timely production and dissemination of transcripts, progression outcomes, and award documentation.
4. Maintain robust quality assurance mechanisms around assessment processing and data accuracy.

Major Task 4: Attendance Monitoring and Wellbeing Support

1. Oversee the monitoring and reporting of student attendance and engagement, using data to support early intervention and retention efforts.
2. Work in close partnership with Student Support Services to ensure that attendance concerns are escalated appropriately and sensitively.
3. Contribute to the coordination of academic-related wellbeing support, ensuring that processes align with LIPA's duty of care and safeguarding obligations.
4. Promote joined-up working between programme administration and wellbeing teams to provide holistic support for students.

Major Task 5: Academic Cycle Coordination

1. Lead the operational planning and delivery of core academic cycle activities such as enrolment, module registration, and timetabling support in collaboration with other teams.
2. Serve as a key liaison with academic programme leaders to ensure smooth delivery of programme administration.

Major Task 6: Events Coordination and Management

1. Take lead administrative responsibility for the planning, coordination, and delivery of key academic-related student events.
2. Manage all student-related aspects of Graduation, including registration, communications, student ceremony logistics, and the evening event.
3. Oversee administrative planning for external student showcases including logistical requirements.
4. Liaise with Graduation Co-ordinator and Marketing, to support the delivery of a positive and professional student-facing experience.

Major Task 7: Stakeholder Engagement and Communication

1. Act as the primary contact for academic departments regarding programme administration.
2. Liaise with external stakeholders as required (e.g., external examiners, validating bodies).
3. Contribute to cross-institutional projects, policies, and strategic initiatives within the Academic Services function.

Major Task 8: Common Duties

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

Notes:

The duties and responsibilities attached to posts are of necessity in many cases somewhat difficult of detailed definition and may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Changes outside this description will only be made after consultation with the object of reaching agreement, with the person concerned, and will be recorded on the individual's job description. If, however, after consultation, the person concerned is not in agreement with the proposed change, then they would be able to use the grievance procedure.

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 his / her competence, such jobs being in his / her 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.

Person Specification – Programme Administration Manager

Criteria	Importance	To be identified by:
Education and Qualifications:		
Bachelor Level degree or equivalent	Essential	Application Form/Qualification Certificates
Experience / Knowledge:		
Significant experience in academic or student administration within higher education	Essential	Application Form/Interview
Proven leadership and line management experience, with a track record of leading operational teams	Essential	Application Form/Interview
In-depth understanding of student record systems, assessment processes, and academic regulations	Essential	Application Form/Interview
High level of attention to detail and a commitment to data integrity and quality assurance	Essential	Application Form/Interview
Experience of working collaboratively across academic and professional services teams	Essential	Application Form/Interview
Experience of planning and delivering complex events	Essential	Application Form/Interview
Experience with creative arts or performance-based higher education environments	Desirable	Application Form/Interview
Familiarity with student records systems such as SITS or similar	Desirable	Application Form/Interview
Understanding of UK higher education regulatory and reporting frameworks (e.g. OfS, HESA, UKVI	Desirable	Application Form/Interview
Awareness of inclusive practices in student administration and event management	Desirable	Application Form/Interview

Criteria	Importance	To be identified by:
Skills and Abilities:		
Strong organisational, planning, and communication skills	Essential	Application Form/Interview
Strong interpersonal and communication skills, with the ability to liaise confidently with students, academic staff, and external stakeholders	Essential	Application Form/Interview
High attention to detail and ability to manage competing deadlines	Essential	Application Form/Interview
Commitment:		
To Equality and Diversity policies and practices	Essential	Interview
To the provision of a high level of service to our customers	Essential	Interview