



# NORWICH UNIVERSITY OF THE ARTS

## Course Administrators – Fixed Term

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**NORWICH  
UNIVERSITY  
OF THE ARTS**

## Supporting Information

We are one of the great British art schools: a specialist creative arts university that draws on 175 years of history, with our focus on the future and the role of creativity in addressing global challenges and opportunities.

We celebrate diversity and believe it to be at the core of any creative endeavour. Whatever your background, identity and prior experience, wherever you are from, we want you to bring your whole self to work each day, in an environment that recognises your unique contribution.



In choosing to work at Norwich University of the Arts you will join a community of creative academics, technicians and professional experts who are committed to delivering exceptional creative arts education, research and knowledge exchange. You will work in a stimulating and critically engaged workplace, where creativity of all our students will develop because of your commitment.

We are renowned for our teaching quality. Norwich University of the Arts has been praised for how we encourage our students through “experimentation, creative risk-taking and team-working.”

We were named University of the Year for Student Retention by the Sunday Times 2020 Good University Guide for the support we offer pre-enrolment to post-graduation. In 2021 we were ranked second in the World Brand Society’s league of Design Education Institutions of the Year. We won one award, came second in another, and were third in the University of the Year category at the 2020 WhatUni Student Choice Awards.



You will work in the heart of Norwich. We are proud of our award-winning campus, which has played a pivotal role in regenerating an exciting quarter of the city. Our 21<sup>st</sup> century teaching spaces and workshops are housed in renovated buildings with medieval, Victorian and Edwardian heritage. Norwich University of the Arts won the Outstanding Estates Strategy Award at the 2018 Times Higher Leadership and Management Awards.

Ninety-four per cent of our graduates are in work or further study six months after graduation, and Norwich University of the Arts won a Guardian University Award for Employability and Entrepreneurship in 2019 for our innovative ‘gamification’ of careers advice. You will find our graduates in key positions across and beyond the creative sector and industries. There are of course Oscar nominees and BAFTA winners, but also rising stars who are honoured across the creative industries: from D&AD Pencil winners, to emerging fine artists, photographers and fashion designers.

We understand that making career choices requires careful consideration. We hope that as you learn about us you will be inspired by our ambitions for the future.

### Prof Simon Ofield-Kerr Vice Chancellor



For further information on Norwich University of the Arts and our Community please [view our website](http://www.nua.ac.uk) [www.nua.ac.uk](http://www.nua.ac.uk)

# Course Administrators – Fixed Term for up to 12 months

Full-time – 37 hours per week 8.45 am to 5.00 pm

£24,948 to £28,762 per annum

## Committed to equality and valuing diversity

Norwich University of the Arts is committed to being an inclusive community that offers equality of opportunity and enables our staff and students to flourish and succeed, regardless of their background or personal circumstances.

Our commitment to equality, diversity and inclusion is embedded in everything that we do. We celebrate the diversity of our backgrounds, cultures and actions, promoting art and design as a catalyst of social change. As such, we are champions for the creative arts; empowering all of our students to be valued and productive members of society, with ambitions to change the world.

We are looking for proactive and enthusiastic individuals to join our dynamic Course Administration team on a fixed term basis.

Candidates will be highly skilled and experienced administrators with a high standard of accuracy and attention to detail along with being fully proficient in Microsoft Office applications. Effective planning and a confidence to prioritise are key in our fast-paced environment.

As an excellent all-round communicator, you will have the opportunity for autonomy in your role as well as working as part of a team of Course Administrators.

The team provides a wide range of administrative services for undergraduate and postgraduate taught courses.

The successful candidates will work closely with academic and professional services staff and students to ensure the smooth running of the courses they are administering.

You will be committed to excellent customer care which is at the heart of supporting an exceptional student experience.

Applications are actively invited from candidates who may have experience in this type of role previously, in particular a fast paced environment within a complex organisation.

**Closing date: 5.00 pm Friday 2 December 2022**

**Interviews will be held on: Monday 12 December 2022**

# Job description

## Course Administrator – Fixed term

**Reports to: Course Administration Team Leader**

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### Job purpose

The post holder will undertake all academic administration involved in organising the delivery of the courses to which they are assigned in order to ensure the quality of the student experience.

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### Main responsibilities

- Be the first point of contact for student enquiries regarding their course and other University requirements.
- Ensure the effective running of the courses by:
  - inputting and making amendments as appropriate to the yearly course timetables using the Celcat timetabling software.
  - the creation and monitoring of part-time teaching contracts.
  - preparing orders for goods and services, keeping expenditure records in the area and monitoring expenditures with Course Leaders on a regular basis.
  - assisting Course Leaders with arrangements for visits, field trips and external exhibitions.
  - supporting and providing guidance on the assessment submission processes.
- Maintain student records using the University student record systems (SITS and e:Vision).
- Monitor attendance in accordance with the regulations and procedures for student attendance.
- Advising students of the University's procedures as set out in the Student Regulations and Procedures including regulations relating to student disciplinary, appeals and complaints, and academic misconduct.
- Have a working knowledge of key University documents including the Award and Credit Scheme, the Course Guide, the Student Regulations and Procedures and the Staff Handbook on QME.
- Act as the convening secretary for Assessment Boards including drafting the agenda and taking minutes.
- Ensure that all minutes and documents are prepared in line with the standard University formats.
- Provide cover for the front desk and the assigned duties as required.
- Assist with University wide activities including enrolment, graduation and admissions activities.
- Liaison with external bodies including Student Finance England and other institutions.
- Ensure that all activities are undertaken within the timescales as required by the University and as required by key University policies including Data Protection, Freedom of Information, Equality and Diversity and Health and Safety.

# Further information

## **Equality, Diversity and Inclusion**

All members of staff are required to support the University's policy on equality, diversity and inclusion and to ensure that their work practices reflect that commitment.

## **Health and Safety**

All members of staff are responsible for ensuring their procedures and practices are compliant with the University's Health and Safety Policy.

## **Policies and Procedures**

To comply with any policy and procedure as regularly updated and published on the intranet applicable to your role, e.g. Confidentiality, Data Protection, IT Acceptable Use, Disaster Recovery, Quality Management and Enhancement procedures etc.

## **Staff Development**

Participate in Staff Appraisal and Development Review and Staff Development and Training activities as well as maintaining own subject knowledge.

Engage with the Higher Education Academy Professional Recognition Scheme as agreed with the line manager.

## **Confidentiality**

Maintain confidentiality regarding all aspects of work.

## **Variation to Job Description**

Norwich University of the Arts reserves the right to vary the duties and responsibilities of its employees within the general conditions of service. The duties and responsibilities outlined above will be periodically reviewed and may be altered as the changing needs of the University may require.

# Person Specification

## Course Administrator – Fixed Term

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### Essential

- Providing effective administrative support in a busy and demanding office environment
- Proven ability to maintain discretion when dealing with confidential issues
- Ability to plan, organise, and prioritise own workload effectively in an environment with demanding deadlines
- Excellent IT skills including working with Microsoft Office and electronic forms of communication
- Excellent interpersonal skills and the ability to deliver a high quality customer service
- Well-developed written and oral communication skills, including the ability to communicate effectively with a diverse range of staff, students and external agencies
- A high standard of accuracy and attention to detail
- A commitment to a high quality customer service, equal opportunities and to working with students from a diverse range of backgrounds
- Ability to make independent decisions within the confines of role responsibilities, but also have the flexibility to work as part of an administration team

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### Desirable

- Educated to degree level or equivalent qualification
- Experience of minute taking or committee servicing
- Experience of using a records system/corporate database
- Administrative experience in a Higher Education or Further Education environment

# General Information

## Terms and Conditions of Appointment

On appointment, the successful candidate will receive a full statement of terms and conditions for Professional Services staff. The main conditions are summarised below.

## Duties

Within this pack you will find a job description outlining the duties and responsibilities for this role.

It is anticipated that the duties will be undertaken on campus in Norwich (*subject to current Government Guidance*).

## Starting Date

There are two posts available on a fixed term basis for a period of up to 12 months. We anticipate that it will start as soon as the successful candidate is available and the relevant employment checks have been made

## Hours of Work

The standard hours of work for professional services staff is not less than 37 hours per week and any additional hours as are necessary for the proper discharge of your duties and responsibilities. The hours for this post are 37 per week for 52 weeks per year working Monday to Friday 8.45 am to 5.00pm.

## Salary

This post is on an incremental salary scale. The salary for this post is Grade 5, which is from £24,948 to £28,762 per annum.

It is anticipated that the starting salary will be at the beginning of the salary scale. The successful candidate will normally move up the scale points within the Grade on 1st September each year, after completion of the relevant service period.

## Annual Leave

There is an annual holiday entitlement of 22 days rising to 25 days after 5 years' service, plus 8 statutory days (pro rata). In addition, the University may grant 4 or 5 concessionary days leave per year when the University is closed. Your salary will include an allowance for holiday which will be taken out of term time.

## Pension

Employees have the benefit of joining an excellent defined benefit pension scheme which builds up a pension on a "Career Average" salary basis to which the University currently contributes an additional 21.1%.

As a member of the scheme, you would be provided with a secure future retirement income, independent of share

prices and stock market fluctuations. There is also cover in the event of early retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you. You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at <https://www.norfolkpensionfund.org>

## Interview Expenses

If it is necessary for you to travel to the main campus for your interview or a site visit, reasonable travel and incidental expenses will be reimbursed in line with the University's Candidate Interview Expenses Guidelines which are available on request. You will need to provide receipts for expenses claimed. However, if you are offered the position and decline the offer, expenses may not be reimbursed.

## Right to Work in the United Kingdom

As part of the University's recruitment process, we will check that all prospective employees are eligible to work in the UK prior to them commencing employment. If you are unsure of your right to work you can use the Gov.uk visa checking tool to establish your eligibility and options relating to visas.

Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants would be eligible for sponsorship under the Skilled Worker visa route.

## Offers of Employment

All provisional offers of employment are subject to proof of eligibility to work in the UK, verification of qualifications, satisfactory references and completion of a medical assessment process.

## Referees

References will not normally be taken up unless a provisional offer of employment is made. All offers of employment are subject to receipt of satisfactory references.

# Application and Recruitment Process

## Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for your consideration before you complete your application form.

- The **Job Description** provides information about the main duties and responsibilities for the position. It also explains the purpose of the post.
- The **Person Specification** sets out information about the characteristics that are essential and desirable to perform the duties in the job description eg knowledge, skills, experience, abilities and qualifications that the ideal candidate will have to enable them to fulfil the duties of the role. Candidates will only be shortlisted if they demonstrate in their application that they meet all the essential criteria.

## Application Form

We ask that applicants complete the application form in full and as clearly as possible.

The application form is the first stage in the recruitment and selection process and is a key element in being short-listed for an interview and the possible offer of a job.

## Submission of Curriculum Vitae

You may, if you wish, submit a CV with your application form. However, we are unable to accept CVs without a fully completed application form.

## Equal Opportunities Monitoring

As part of its commitment to equality, diversity and inclusion we undertake equal opportunities monitoring of our workforce and applicants to enable us to evaluate the effectiveness of our policies and procedures.

To assist with this commitment, you are asked to complete the Equal Opportunities Monitoring section of the application form. Information provided will be treated as confidential and will be used in accordance with the requirements of the Data Protection Act as set out in the Job Applicant Privacy Notice.

## Submission of Application Form

Please submit your completed application form to [jobs@nua.ac.uk](mailto:jobs@nua.ac.uk)

The closing date for this vacancy is:

**5.00 pm Friday 2 December 2022**

We regret we are unable to accept late applications.

## Interview Arrangements

Interviews will normally be held on campus. However, should the situation and Government guidance change, interviews may initially be held remotely followed by a second stage on site visit.

If you are shortlisted for interview you will be contacted by a member of the Human Resources Team.

The date of the interview will be:

**Monday 12 December 2022**

If your application is unsuccessful on this occasion you will be advised by email. Due to the high volume of applications we receive we are unable to provide feedback for applicants.

Shortlisted applicants will be asked to provide proof of eligibility to work in the UK. For the successful candidate the copy will be held on the personal confidential file. Documents obtained for unsuccessful shortlisted applicants will be destroyed 12 months after the end of the relevant recruitment process.

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**We would like to take this opportunity of thanking you for your interest in this position and to wish you success with your application.**

**If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Team by emailing [jobs@nua.ac.uk](mailto:jobs@nua.ac.uk).**