

JOB DESCRIPTION

Job Title: Programme Executive, Programme Administration

Responsible to: Programme Manager

Grade: UK Campus Professional Services Grade 3 - Executive

Job Summary and Purpose:

The Programme Executive role within the Department of Programme Administration will play an operational role in the management of one or more full-time degree programmes.

Under the direction of the Programme Manager, they will plan, supervise and take part in all aspects of programme management and delivery within the programme(s) team.

In such capacity, and working with the Senior Manager of Programme Administration, they will also contribute to the development and implementation of School regulations, policies and procedures for quality assurance and enhancement.

Main Duties and Responsibilities:

Academic Services

- Maintain student personal and academic status information as required and updating databases;
- Address student requests, referring them to the appropriate person where necessary;
- Prepare and update student handbooks and guides, course outlines and other public information, ensuring that information provided is accurate and that student needs are met;
- Manage the student information management systems and e-learning platforms
- Ensure local Student representatives are elected for each cohort and briefed following election of their expected responsibilities; organise student representatives' meetings and taking minutes
- Organise students' workshops and events as required
- Organise disciplinary procedures when needed
- Handle email communication with students

Programme Management

- Prepare and deliver registration and induction of students
- Prepare and deliver Timetabling / room booking processes
- Monitor student attendance
- Manage student seminars when necessary

- Support the Academic Director for all academic boards, producing the requested documentation;
- Liaise with the Course Director and course tutors to organise and deliver examinations, collecting and preparing marks for Examiners Boards and release to students
- Prepare all academic material
- Liaise with HR department regarding details of professors 'contracts
- Liaise with and welcome faculty and guest speakers
- Validate hours taught by all professors in the contract management platform
- Support Quality management processes including the co-ordination of the work of internal and external examiners as requested by Quality Department
- Liaise with other ESCP campuses as required;
- Ensure all stationary is ordered for the start of each new academic year/semester and Raising Purchase Orders
- Any other duties related to programme management

Person Specification

Experience and Education:

- University degree
- Excellent knowledge of the Higher Education landscape in the UK
- Experience in liaising with academics
- Experience in interacting with students

Skills & Abilities:

- Communication, both written and oral, in English and French desirable
- Excellent organisational skills
- Interpersonal skills
- Ability to work under pressure to meet deadlines
- Ability to be proactive and work under own initiative
- Ability to work as part of a team
- Intercultural awareness
- Ability to analyse and collate information
- Excellent IT skills (including the Microsoft Office suite)
- Ability to maintain administrative systems and procedures

Personal Attributes & Qualities:

- Good attention to detail: accurate, meticulous and conscientious
- Dependable, reliable, punctual, flexible, self-motivated
- Ability to demonstrate tact, confidentiality and discretion