



UNIVERSITY OF  
LINCOLN

## UNIVERSITY OF LINCOLN JOB DESCRIPTION

<b>JOB TITLE</b>	English Language Centre Administrator				
<b>DEPARTMENT</b>	English Language Centre				
<b>LOCATION</b>	Student Affairs				
<b>JOB NUMBER</b>	SA9105	<b>GRADE</b>	4	<b>DATE</b>	November 2018
<b>REPORTS TO</b>	English Language Centre Senior Administrative Officer				

### CONTEXT

The post holder will work as part of the English Language Centre team, following standard University guidelines and procedures, but is also expected to work on their own initiative and prioritise their workload to meet tight internal deadlines. The post holder is also expected to use their judgement to deal with queries and problems on a daily basis. Guiding principles include a commitment to continuous improvement and the development to the University's English language support services.

### JOB PURPOSE

To provide effective and efficient administrative support with minimum supervision and ensuring that work conforms to the agreed quality standard, guidelines and procedures.

The post holder is intended to make a significant contribution to the quality of the international student experience and to the University's international recruitment and external income-generating effort as a member of the English Language Centre (ELC) by:

- Supporting and developing the ELC's administrative support processes and systems.
- Acting as a point of contact within the ELC, providing specialist knowledge on the services provided
- Taking an active role in the delivery of the ELC services (pre-sessional and in-sessional) provided to international students.
- Assisting in the development the ELC's range of commitments within the University.

## KEY RESPONSIBILITIES

### General Administrative Support

Provide effective and efficient administrative support working closely with the English Language Centre Senior Administrative Officer, to ensure that the administrative responsibilities of the service are delivered effectively.

Develop and maintain administrative processes for collating and maintaining records for students registered with the ELC both electronically and manually.

Contribute towards the analysis, research and manipulation of data in order to produce reports on ELC student statistics and subsequently disseminate appropriately to relevant departments/faculties.

Identify key areas for process improvement and implement appropriately.

Provide administrative support to ELC Programme Manager and teaching staff and be able to stand in for or cover for administrative colleagues where required.

### Dealing with enquiries and communications

Maintain the English language email in-box, dealing with complex queries and other enquiries in a timely manner.

Explain a range of procedures and processes to international students

Provide regular communication with individuals, both internally and externally to the organisation who require clarity of the services offered by ELC.

Contribute towards the development of ELC promotional and publicity material, including the website, liaising with design agencies and printers where necessary.

### Pre-sessional English (PEASS) support

Respond to enquiries from PEASS applicants in relation to their course offer, visa requirements and all other aspects of their application.

Liaise with Student Administration with regard to pre-sessional applications.

Assist with the development of the welcome and pre-arrival information for pre-sessional students, ensuring they are kept up to date with relevant details regarding the course.

Implement and support all aspects of student support for PEASS students including police registration, enrolment, social activities, production of results certificates, management of teaching staff, co-ordination of material and room bookings.

### In-sessional English Support

Support the implementation and delivery of the Lincoln English Language Test (LELA) via the International Arrivals Lounge.

Maintain communications with enrolled international students via the University's Blackboard system, social media and other online forums.

Maintain the register system for in-sessional programmes.

Follow up with non-attendance of students on in-sessional programmes.

#### **Support for international students**

Contribute towards the development of international welcome week by providing advice for new international students on studying and living in the UK.

Actively promote the services of the English Language Centre and its work to international students via the International Student Arrivals Lounge

Be responsible for the recruitment and training of a team of student crew to support the above.

**In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.**

## ADDITIONAL INFORMATION

### Scope and dimensions of the role

The post holder will largely manage their own time and determine priorities in order to achieve the required output.

The post holder will apply knowledge and judgement to determine the best approach from a number of identifiable solutions in order to resolve problems. The post holder will be an experienced team member.

Flexible working, including evenings and/or weekends, may be required. The post-holder will have the ability to deal with stressed or difficult students and possess the ability to resolve situations which may arise.

### Key working relationships/networks

Internal	External
International Students	Applicants
Colleagues within the English Language Centre	Agents
Colleagues within Student Affairs	Visitors to the University
Academic College staff	Suppliers of goods and services
International Office	Police Admin Team
Estates and Commercial Facilities	
Library staff	



## PERSON SPECIFICATION

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<b>Selection Criteria</b>	<b>Essential (E) or Desirable (D)</b>	<b>Where Evidenced Application (A) Interview (I) Presentation (P) References (R)</b>
<b>Qualifications:</b>		
A' level qualifications or equivalent experience.	E	A
Administrative experience within an HE or similar environment.	E	A
<b>Experience:</b>		
Competent in a range of IT software, including Word and Excel.	E	A/I
Effective administration skills, with the ability to organise own workload in order to meet tight deadlines.	E	A/I/R
<b>Skills and Knowledge:</b>		
Effective administration skills, with the ability to organise own workload in order to meet tight deadlines.	E	A/I/R
Effective communication skills, both oral and written, with the ability to collate and present information to others.	E	A/I/R
<b>Competencies and Personal Attributes:</b>		
Ability to command the respect of colleagues, with a professional approach to work.	E	A/I
An effective team member.	E	A/I
A demonstrable commitment to providing a customer-orientated service and enhancing the 'student' experience.	E	A/I
Proactive and able to use initiative.	E	A/I/R
<b>Business Requirements:</b>		
Flexible hours to accommodate occasional evening and weekend work	E	A/I

**Essential Requirements** are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

<b>Author</b>	JM	<b>HRBA</b>	NH
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