

Job Details		
Job Title:	Curriculum Administrator	
School/Dept/Institute & Centre:	QMUL Malta Ltd.	
Reports to:	Curriculum Operations Manager	
Salary:	€24,694.12 - €26,764.12	Full Time Reduced: 35hours per week
Appointment Period:	Indefinite	
Current Location:	Gozo, Malta	

### Job Context

QMUL Barts-Malta is keen to appoint a **Curriculum Administrator** for their Gozo campus on a full-time reduced basis. We are looking for a proactive and enthusiastic Administrator to provide excellent administrative support to the running of the MBBS Programme. You must have demonstrable experience of providing a high level of service, acting on your own initiative and establishing and maintaining good working relationship with colleagues in Malta, Gozo and London. You should have experience of providing excellent administrative support, have exceptional attention to detail and the proven ability to plan, prioritise and manage a demanding and varied workload. Experience of working in an academic or similar environment in an administrative capacity will be an advantage.

### Job Purpose

The post holder will help support the MBBS programme inclusive of assessments, time tabling, Student Selected Components (SSC), Medicine in Society along with updating and monitoring relevant pages of QM Plus - the Online Learning Environment for Students. They will work with the wider student office, academic team and clinicians to ensure professional and high-quality student services in order to support academic success and wellbeing. The post holder will be based in a student-facing office open from 9am to 5pm each day and will be the first point of contact for students.

The post holder is expected to provide excellent service to, and develop a supportive professional relationship with, students in all years of the course as well as provide welcoming and efficient service to staff of the school. As part of the Curriculum Operations Team (Malta), the post holder will be expected to work closely with their counterparts in London-based departments and Student Office Teams such as Admissions, CBME and Phase Teams, SSCs, Assessment Unit, Student Support and Records.

In this student-facing post, the post-holder will have reputational and operational support impact, while working across a broad range of School administrative functions and planning and providing cross-cover for other members of the Gozo team. It is expected that the work of the post holder will make a positive contribution to the student experience and improve the school's achievements in national league tables and public audit reports.

### Main Duties & Responsibilities

1. Providing general administrative support for all aspects of the programme(s) including timetabling, SSC, MedSoc, Assessments, exam boards, online learning and the day-to-day running of teaching and learning activities.
2. Provide excellent customer service to and be first point of contact; face to face, telephone and by shared email inbox for visitors, actors, students, and staff. Ensure that the content and tone of all communications is appropriate to the situation.

3. Support the MBBS Curriculum Manager with all aspects of the MBBS Programme inclusive of assessments.
4. Providing support as needed for Assessments, including Progress Tests, End of Year Exams and OSCEs. This includes having meetings with and completing tasks as delegated by the Assessment Manager, liaising with different parties, sending reporting instructions and other administrative support required for the preparation of assessments. As well as, being fully actively involved during the running of assessment days.
5. Developing, maintaining, and reviewing effective manual and computer-based information and filing systems.
6. In accordance with style guidelines, produce student letters and drafts of communications for academic staff, managing mail out on their behalf when needed.
7. Acting as a key contact point and providing clear advice, guidance and information to students, potential students, colleagues, and external stakeholders. Liaising with other QMUL departments and external groups.
8. Contributing to the continuous monitoring of programme standards and administration and provide support for quality assurance processes.
9. Taking a lead on specific activities and initiatives from time to time, to develop and improve processes and procedures. For example, SSC3 and SSC4. When and if required assist with other SSCs.
10. Providing support for other programmes on occasion, including providing cover for colleagues and undertake other duties commensurate with the level of this role as may reasonably be requested.
11. Attend and contribute to meetings locally and via Teams with London based staff; representing Malta staff where required. Prepare agendas, take minutes, and disseminate these on direction within set timeframes.
12. In addition, the post holder will be expected to actively follow and promote QMUL policies, including Equal Opportunities and GDPR. Maintain an awareness and observation of fire and health and safety regulations.
13. Carry out any other duties commensurate with the grade, spirit, and purpose of the post.

**The above list of responsibilities is not exhaustive, and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonable requested by their line manager.**

**This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.**

# Job Profile

## Person Specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

E – Essential: Requirements without which the job could not be done.

D – Desirable: Requirements that would enable the candidate to perform the job well.

Requirements	Essential / Desirable
<b>Qualifications</b>	
Minimum of 5 GCSEs (or equivalent in O Level) at Grade A-C including English and Mathematics.	Essential
<b>Knowledge, Skills &amp; Experience</b>	
Experience of working in a busy office environment, with excellent administration skills and an organised and flexible approach to work.	Essential
Experience of working independently and managing priorities whilst also being an active member of a team, supporting colleagues and contributing to the effective operation of the team.	Essential
Experience of designing, developing, maintaining, reviewing and improving administrative, management and information systems.	Essential
Experience of working in Higher Education and knowledge of issues relating to HE administration.	Desirable
Experience of maintaining a virtual learning environment.	Desirable
Excellent record keeping skills and the ability to conduct analyses using spreadsheets and databases including the ability to interpret and disseminate information appropriately to high standard of quality in terms of presentation and accuracy.	Essential
Excellent IT skills, including email, the internet, software, and particular strength in Excel, Word, and using databases.	Essential
Excellent verbal and written communication and interpersonal skills.	Essential
The ability to assess a situation and take appropriate follow-up action including being able to prioritise under pressure, work accurately and meet tight deadlines, exercising initiative and working independently as appropriate.	Essential
Flexible and professional approach to work.	Essential
Planning effectively so that work is delivered in a timely manner without delay.	Essential
Attention to detail.	Essential