

## **NUP Programme Administrator**

The Programme Administrator will be securing high quality academic standards and services offered to students as well as related stakeholders including the coordination with the Departments, the academic staff and CYQAA guidelines.

The Programme Administrator will be responsible and assist in all aspects of administrative support of the Program School, ensuring that services are efficient and effective and in line with the current processes and procedures as set by the Registrar Office and the NUP Quality Assurance Department.

Under the general direction of NUP guidelines and procedures, the Programme Administrator will also provide executive and analytical support in a wide variety of areas, including correspondence, maintenance of the Unit's time schedule of activities, and support on the day-to-day operations.

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### **Duties & Responsibilities**

#### **Programme Administrator**

##### ***Support of Teaching and Administration***

- Act as a point of contact for students, staff and visiting lecturers, dealing with enquiries and providing support
- Establish, maintain and use clear and effective means of communication with the academic and administrative Departments of the University

##### ***Student Records***

- Process all forms relating to changes in students' circumstances.
- Be aware of the implications of the Data Protection and Freedom of Information Acts on the processing of student and staff data.
- Take responsibility for the creation and maintenance of accurate student records, in both paper and electronic formats, including liaison with the Registrar Office.
- To ensure that accurate records of student attendance are maintained.
- Maintain, update and archive all student files, handbooks and records on a regular basis.
- Set up and maintain a file for students registered with Learning Support and recording instances of individual mitigating circumstances.
- Liaise with the Registrar Office.

### **Assessment**

- Set calendar for receipt of examination papers in conjunction with Registrar Office.
- Retain & archive all course works and exam papers.
- Process the final examination papers.
- Collect, check, process and submit courses and exams' marks to the Registrar Office.
- Act as secretary to designated Boards of Examiners and the Pedagogical Unit Committee and other committees, to support effective departmental governance and decision-making, and to ensure that marks are properly collated and recorded, accurate Boards of Examiners reports are issued, proper records are kept and accurate results are issued. All related minutes and reports should be submitted to the Registrar Office.
- Production of letters and results transcripts to be sent to students.

### **Problem Solving**

- Identify complex problems of student progression, and seek advice on their resolution with related Program Supervisor.
- Resolve problems with student curriculum (e.g. timetabling).
- Advise transfer students on programme eligibility.
- Resolve any problems associated with Student Records System.

### **NUP Program School**

- Oversee the review of all incoming correspondence.
- Keep track of assignments made to others for actions to be taken on the Dean's behalf and insure that deadlines are met.
- Manage the School's general communication with the divisional department offices and major administrative departments.
- Oversee the maintenance of the records managements system for divisional and administrative correspondence, records, and reports.
- Perform special assignments as requested by the School and the Program Supervisor.
- Participate in weekly staff meetings.
- Manage and maintain the School's calendar.
- Perform any other administrative duties assigned to him/her from time to time.

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### **Selection Criteria**

- University degree or equivalent in a related field.
- Previous experience in providing administrative support in Educational services
- Excellent knowledge of Greek and English
- Computer literacy (email, internet usage and Microsoft office)
- Excellent administrative and organisational skills
- Excellent communication skills
- Previous experience in an administrative position.
- Ability to work under pressure and meet strict deadlines.
- Cross cultural awareness and sensitivity, and an ability to work within a multicultural environment.

- Excellent communication and interpersonal skills, including the ability to address and relate well to a broad range of students and client groups, on a variety of levels.
- Ability to implement, review and coordinate efficient administrative procedures.
- Ability to work independently with minimum supervision whilst at the same time work effectively as part of a collaborative team.
- Willingness to devote time necessary to accomplish tasks.

### **How to apply**

If you consider that you meet the selection criteria, please send your application at [hrd@nup.ac.cy](mailto:hrd@nup.ac.cy). Applications must consist of the following:

- Application form ([download here](#))
- A curriculum Vitae
- A cover letter

All applications must be received by the closing date, 25/05/2020.