



# Programme Administration Assistant

### Overview of the role

We are looking for an enthusiastic Clerical Assistant to undertake the key role of supporting day-to-day administrative activity within the English Language Teaching Centre (ELTC). We would welcome applications from candidates with excellent administrative, communication, interpersonal and IT skills and experience. The post holder will provide course support to programme directors. They will be responsible for maintaining internal and University-wide systems, liaising with academic and professional services colleagues and acting as a point of contact for students and staff.

The ELTC is responsible for the provision of language courses and language support to international students and is one of the largest university English language centres in the UK, is accredited by the British Council and is authorised by Cambridge English as an exam centre.

**Faculty/department:** .English Language Teaching Centre

**Department website:** <https://www.sheffield.ac.uk/eltc>

**Salary info:** Grade 4, £23,700 - £25,138 per annum with the potential to progress to £27,181.

**Contract type:** Full-time – Fixed term (the post will commence in January 2024 and finish in July 2025) – Hybrid working



A minimum of  
38 days paid  
leave per year



Generous  
pension



Wide range of  
retail discounts



A commitment to  
your development  
and wellbeing

## Main duties and responsibilities

- Providing proactive, professional support services for the English Language Teaching Centre courses including maintaining student's records using various electronic databases, including Microsoft Access and University systems.
- Processing and responding to email queries from the English Language Teaching Centre general inbox.
- Work within the administrative team dealing with attendance, fees and supporting the efficient completion of other student processes.
- Liaise with Academic Directors in order to provide administrative support for specific courses.
- Covering reception shifts and for colleague absences as and when needed.
- Answering student queries via Tawk, our online chat room software and Ask Us, the University's centralised enquiry system
- Manage and maintain accurate information on all aspects of learning and teaching support.
- Liaise with other Professional Services within the University to resolve student queries.
- Co-ordinate and consult with academic staff about providing administrative support to their courses.
- Manage your own workload and work to strict deadlines without the need for supervision.
- Assist with ELTC registration events throughout the year
- General administrative duties
- Any other duties, commensurate with the grade and remit of the post.

## Further information

This role reports to: Office Manager

For informal enquires about this job contact:  
Michelle Sullivan on [m.sullivan@sheffield.ac.uk](mailto:m.sullivan@sheffield.ac.uk) or  
Caroline Hunter on [caroline.hunter@sheffield.ac.uk](mailto:caroline.hunter@sheffield.ac.uk)



## Person specification

We have a diverse community of staff and students that recognises and values the abilities, backgrounds, beliefs and ways of living for everyone and we promote a culture that ensures all members of the University community feel they belong and are treated with respect. So, if you are excited about this role and about the contribution you can make to our University community but your past experience doesn't align perfectly with the criteria, we encourage you to apply anyway.

Criteria	Essential/desirable	Assessment stage
A good education to a minimum of 5 GCSEs at grade C/grade 4 or above, including English or equivalent vocational qualifications and/or work experience.	Essential	
Excellent customer service skills, with experience of responding efficiently and effectively to a large range of face-to-face, phone and email queries.	Essential	
Excellent written and verbal communication skills with the ability to deal confidently with people whose first language is not English.	Essential	
Ability to work effectively as part of a team, responding to changes in demand and volume at different times of the year and to work on own initiative whilst unsupervised.	Essential	
Excellent attention to detail and ability to work to a high level of accuracy.	Essential	
Willingness and ability to learn new skills and undertake training where necessary.	Essential	
Excellent IT skills, including experience of Microsoft Office and Google applications.	Essential	
Experience of developing and maintaining a network of contacts throughout own work area and adapting own skills to new circumstances	Desirable	
Experience of Microsoft Access and/or University IT systems and knowledge and understanding of GDPR	Desirable	

## Our vision and strategic plan

We are the University of Sheffield. This is our vision: [sheffield.ac.uk/vision](https://sheffield.ac.uk/vision)

## What we offer

- A minimum of 38 days annual leave including bank holiday and closure days (pro rata) with the ability to purchase more.
- Flexible working opportunities, including hybrid working for some roles.
- Generous pension scheme.
- A wide range of discounts and rewards on shopping, eating out and travel.
- Recognition Awards to reward staff who go above and beyond in their role.
- A commitment to your development access to learning and mentoring schemes; integrated with our Academic Career Pathways and Professional Services Shared Skills Framework.
- A range of sector-leading family-friendly policies, such as, confidential emotional support, support for those going through the menopause, fertility treatment and having a baby, paid leave for IVF treatment and more.

More details can be found on our benefits page: [sheffield.ac.uk/jobs/benefits](https://sheffield.ac.uk/jobs/benefits)



