



## Program Officer

- **Vacancy for:** 1
- **Posted on:** July 31, 2018
- **Deadline:** Aug. 15, 2018, 11:55 p.m.

### Basic Job Information

Job Category	: Teaching / Education
Job Level	: Mid Level
Employment Type	: Full Time
Job Location	: Kathmandu
Offered Salary	: Negotiable

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### Job Specification

Education Level : Under Graduate (Bachelor)  
Experience Required : More than or equal to 2 years

### Other Specification

- Excellent interpersonal and public presentation skills both in oral and in written English
  - Excellent research skills and the ability to rapidly analyse and integrate diverse information from varied sources
  - Excellent communication and counselling skill
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### Job Description

- Act as a first point of contact for prospective and existing students, answering enquiries and dealing with queries; Act as Welfare Officer
- Manage and maintain student files, ensuring that all relevant statutory documentation is contained therein and that such files are kept in excellent order to meet the demands of internal and external inspection
- Keep the Campus Management System up-to-date at all times in conjunction with the Operation Manager
- This post holder will form part of the campus's admin team, taking responsibility for aspects of administrative support for the programmes, ensuring that services are efficient, effective and adapt to changing circumstances
- The post holder will also be in regular communication with students (which may include matters of confidentiality) and potential applicants so the post holder will need to have excellent organisational skills, demonstrate a good use of initiative and be able to interpret and apply complex information
- This is a busy and varied role which requires the post holder to communicate persuasively and tactfully with academic staff, to ensure cooperation and compliance with milestones in the academic year
- The post holder must be able to work to tight deadlines on his/her own initiative, and to learn new systems and procedures rapidly
- Source and nature of management provided Role reports to Head of Operations. Guidance on academic matters is available from the Academic Coordinator
- Staff management responsibility Day to day oversight of the work of others in admin team, ensuring all tasks are completed efficiently
- Act as the point of contact for all matters relating to programme drops, defers and other academic admin related queries of the students
- Establish, maintain and use clear and effective means of communication with staff and students, i.e. email distribution lists, notice-boards, web pages etc
- Assist in the production of core programme information, materials, teaching aids and general handbooks
- Ensure that copies of all forms are up to date and appropriately stocked for use by students and/or staff
- Assist with induction events and prepare information packs for incoming students; Process all forms relating to changes in students' circumstances
- Be aware of the implications of the Data Protection, Freedom of Information Acts and UK Border Agency rules 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
- Track changes of degree programmes and unit choices on the University student records system. Ensure that all student choices relating to their programme of study have been authorised, and are correct
- Liaise with Student Records, and other academic Departments regarding students' unit choices as required

- Maintain, update and archive all student files, handbooks and records on a regular basis vii Set up and maintain a file for students registered with Learning Support and recording instances of individual mitigating circumstances
  - Problem Solving i. Identify complex problems of student progression, and seek advice on their resolution with Head of Programmes; Advise students on programme eligibility, and provide pastoral care Duties and Responsibilities;
  - Resolve any problems associated with Student Records System
  - Production of letters and results transcripts to be sent to students The post holder will, from time to time, be required to undertake other duties of a similar nature as may reasonably be required by his/her line manager
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### **Applying Procedure**

Apply Link : <https://merojob.com/program-officers-2/>

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