

# **CONTINUING PROFESSIONAL DEVELOPMENT (CPD) ADMINISTRATOR**

**Faculty Professional Services,  
Faculty of Medicine and Health  
Services**

**SC4990**

**CANDIDATE BROCHURE**



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# WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines

and breaks new boundaries across its priority research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Many UEA scientists have played significant roles in the Intergovernmental Panel for Climate Change (IPCC), which was jointly awarded the 2007 Nobel Peace Prize for its efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Sir Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

**For an informal discussion about the post please contact Louise Stearman, Health CPD Manager, via [louise.stearman@uea.ac.uk](mailto:louise.stearman@uea.ac.uk)**

## UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



# THE ROLE

The Continuing Professional Development (CPD) Administrator will work as a proactive member of the Faculty Professional Services (FPS) team, providing an efficient, high-quality and responsive administrative service to support the delivery of CPD activity across the Faculty of Medicine and Health Sciences.

The post-holder will support course administration, admissions processes, student and delegate records, and the coordination of CPD provision for a diverse range of learners including university students, NHS staff and external stakeholders.

The role involves working closely with academic colleagues, professional services teams and external organisations to ensure the effective delivery of CPD courses and related activities, while maintaining accurate records and compliance with University systems and procedures.

The post-holder will also contribute to the coordination of communications, events and course-related activities, supporting a high-quality stakeholder experience and the smooth running of CPD operations. As part of a busy and varied environment, the role requires a proactive, flexible and organised approach, with responsibility for progressing tasks and supporting continuous improvement in administrative processes.

## KEY RESPONSIBILITIES

### ADMISSIONS, RECORDS AND DATA ADMINISTRATION

- Respond to enquiries relating to CPD provision, providing accurate and timely information to prospective delegates, students, apprentices and

stakeholders

- Process applications, admissions and registrations for CPD courses, including non-credit, credit-bearing and apprenticeship provision
- Maintain accurate student, delegate and course records across systems including SITS, Salesforce and WPM
- Record attendance and ensure data accuracy through regular checks and compliance with regulations
- Produce standard and bespoke reports to support management information and contractual requirements
- Prepare and distribute joining instructions and course-related communications

### COURSE AND PROGRAMME ADMINISTRATION

- Provide administrative support across CPD course delivery, ensuring processes are followed in line with agreed procedures
- Coordinate preparatory activities for courses including room bookings, catering and resource requirements
- Support course delivery by resolving administrative issues and escalating complex cases where appropriate
- Assist with course approvals, modifications, annual reporting and curriculum documentation
- Support quality assurance processes relating to CPD delivery
- Provide administrative support for new course and module development

### STAKEHOLDER SUPPORT AND COMMUNICATION

- Act as a key point of contact for CPD-related queries, managing shared inboxes and coordinating follow-up actions

## **THE ROLE (CONTINUED)**

- Liaise with academic staff, professional services teams, NHS partners and external organisations to support course delivery
- Facilitate communication between stakeholders, ensuring information is shared effectively and sensitively
- Support the preparation and dissemination of course-related communications and publicity materials

### **MEETINGS, COMMITTEES AND EVENTS**

- Provide administrative support for meetings, committees and working groups, including preparing agendas, papers and taking minutes
- Coordinate events such as study days, networking events and external engagement activities
- Support academic teams with arranging meetings, appointments and course-related events

### **SYSTEMS, PROCESSES AND CONTINUOUS IMPROVEMENT**

- Maintain and manage filing systems across MS Teams, OneDrive and network drives, ensuring effective organisation and access
- Review and support improvements to administrative processes and systems to enhance efficiency and effectiveness
- Ensure compliance with data protection, University regulations and CPD process requirements

### **LEARNING AND TEACHING SUPPORT**

- Provide support for online and in-person teaching delivery, including use of MS Teams and Blackboard
- Upload and manage course materials, announcements and user access within virtual learning environments

- Support staff and students with administrative aspects of course delivery

### **GENERAL ADMINISTRATIVE SUPPORT**

- Provide high-quality administrative support to academic staff and course teams, including preparation of documents, reports and presentations
- Undertake printing, distribution and general office administration tasks as required
- Maintain a safe working environment and ensure confidentiality of sensitive information
- Undertake additional duties commensurate with the grade

# THE PERSON

## EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- A good standard of education with a minimum of five passes at GCSE or equivalent at Grades A-C including Mathematics and English (E)
- Proven recent clerical or administrative experience or relevant transferrable skills (E)
- Experience of working with Microsoft Office, Word, Excel and Outlook, MS Teams and Onedrive (E)
- Experience of working in a team (E)
- Experience of negotiating and prioritising tasks to meet deadlines and manage own workload (E)
- Evidence of excellent customer relations in person/virtually and/or by telephone (E)
- Evidence of working with office procedures and administrative systems (E)
- Experience of servicing a meetings/ committees including preparing agendas and taking minutes and action logs (E)
- Experience of working in education/ healthcare setting (D)
- Experience of remote/hybrid working (D)

## SKILLS AND KNOWLEDGE

- Excellent administrative skills with an organised and methodical approach to work (E)
- Good IT skills (Word, Excel, email and databases, MS Teams and Onedrive) (E)
- Excellent interpersonal skills (E)
- Ability to work sensitively with different people's needs (E)
- Ability to produce grammatically accurate e-mails, letters and memoranda with a strong attention to detail (E)
- Ability to communicate effectively with staff and students internally and external contacts both in person, virtually and written (E)
- Ability to organise and prioritise work to meet deadlines (E)

## PERSONAL ATTRIBUTES

- Self-motivated and able to work independently with minimal supervision (E)
- Ability to use own initiative and resolve simple problems (E)
- Ability to work in team environment effectively (E)
- Willingness to be flexible in the nature of the support role by undertaking additional duties and at times working in different office locations (E)
- Willingness to undertake further training and learn new IT and other skills (E)
- Able to maintain confidentiality and high level of discretion (E)
- Ability to promulgate best practice within the team (E)

**Essential Requirements (E)** are those, without which, a candidate would not be able to do the job.

**Desirable Requirements (D)** 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.

# FURTHER INFORMATION

The post is available immediately on an indefinite full-time/basis.

Salary will be £25,249 to £26,093 per annum on Grade 4 on the single salary spine.

**Place of Work** - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals. We have a hybrid-working policy which supports a mix of at home and on campus 'hybrid' working for many roles. For the majority of hybrid roles, the expectation is a minimum of 60% of working time will be spent physically present in the workplace.

The flexibility of the hybrid-working policy allows the possibility of some remote working, but it is the expectation that all appointments will be UK based, with any overseas working agreed in advance by exception only.

This vacancy is not eligible for sponsorship. The successful candidate must hold or obtain permission to work in the UK, which would allow them to take up this post.

The post is superannuable under the Group Personal Pension and there is an annual leave entitlement of 20 days plus statutory (8 days) and customary (6 days) holidays, pro rata for part-time. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University. Appointment will be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment.

Information on the benefits of working at UEA can be found at <https://www.uea.ac.uk/about/working-at-uea>.

If you require the information contained within this candidate brochure in a different format please email [staff.recruitment@uea.ac.uk](mailto:staff.recruitment@uea.ac.uk)

## HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: <https://vacancies.uea.ac.uk>

**Please note the job advert for this post will close once we receive sufficient applications from suitable candidates. We therefore recommend you apply as soon as possible.**

**It is anticipated that interviews will take place in early-mid June and we will inform you of the outcome of your application prior to this date.**

Candidates should note that travel and incidental expenses incurred in attending an in-person interview will not be reimbursed.

# ABOUT FACULTY PROFESSIONAL SERVICES

Faculty Professional Service (FPS) is the collective name for a community of interdisciplinary teams based across the University campus.

These teams consist of a range of professional services staff who work as business partners with academic units, students, central University services, and a huge range of external stakeholders. We operate in a multitude of campus environments and in many diverse roles including Laboratory Technicians; Executive Personal Assistants; Events Co-ordinators; and School Business Management Teams.

We are a group of creative problem solvers with the business agility and skills to make things happen, and a cultural ethos that promotes positive change and continuous improvement.



# ABOUT THE FACULTY OF MEDICINE AND HEALTH SCIENCES

The Faculty of Medicine and Health Sciences is led by the Pro Vice Chancellor of Medicine and Health Sciences, Professor Philip Baker, working closely with the Deans of School, and the Associate Deans who share responsibility for the areas of Research; Enterprise and Engagement; Education; Admissions; and PGR. These senior academics, together with the Heads of Research Departments, Faculty Director of Operations, the Human Resources Business Partner, and the Senior Finance Business Partner (Faculty), form the Faculty Executive.

Teaching is organised through the Faculty's two Schools of study, comprising Health Sciences (HSC) and Norwich Medical School (MED), assisted by a Centre for Inter-professional Practice (CIPP).

The Faculty also has strong research links with the Norwich Research Park, comprising the Quadram Institute (QI), the John Innes Centre (JIC), the Earlham Institute (EI) and the Norfolk and Norwich University Hospital NHS Foundation Trust, see <https://www.norwichresearchpark.com>





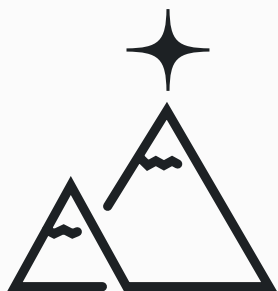
# OUR VALUES

Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- ✦ AMBITION
- ✦ COLLABORATION
- ✦ EMPOWERMENT
- ✦ RESPECT

## OUR VALUES (CONTINUED)



### AMBITION

**We are ambitious for our future success.**

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



### COLLABORATION

**We are collaborative in our approach.**

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



### EMPOWERMENT

**We empower ourselves and each other.**

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



### RESPECT

**We respect each other.**

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

# ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Sir Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Sir Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

**A vibrant place to study, learn and work, UEA is a very special place.**



# A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the 'three pillars' of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and 'eco' products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

## OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on X [@SustainableUEA](https://twitter.com/SustainableUEA)



# OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office) and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.



# NORWICH

## A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930s parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite <https://www.uea.ac.uk/about/working-at-uea>. Additional information about living and working in the city of Norwich can be found at <https://www.workinnorwich.co.uk/>



*If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.*

**STEPHEN FRY**



# LOCATION

Some cities you've heard of, others you have to discover. Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

## BY RAIL

LONDON • 2 HOURS

CAMBRIDGE • 1 HR 15 MINS

BIRMINGHAM • 4 HOURS

Many European cities (including Paris and Amsterdam) easily accessible by train

## BY ROAD

KINGS LYNN • 1 HOUR

CROMER • 45 MINUTES

SOUTHWOLD • 1 HOUR

## BY AIR

NORWICH AIRPORT • 20 MINUTES

STANSTED AIRPORT • 2 HOURS

London is a major airline hub and all main international destinations are easily accessible



An internationally renowned university, UEA is ranked 26th in the UK (Complete University Guide 2026) and is in the UK Top 25 for research quality (Times Higher Education Rankings 2026) reflecting the international excellence of its research environment. We are in the World Top 60 (QS World Rankings for Sustainability 2025) and the World Top 13th for reduced inequalities (Times Higher Education Impact Rankings 2025). The University holds UK Teaching Excellence Framework Silver status.

## Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

