

## JOB DESCRIPTION

<b>Job Title:</b>	Senior Standards and Planning Officer	<b>Grade:</b>	SG6
<b>Department:</b>	Greenwich Business School	<b>Date of Job Evaluation:</b>	Oct 2022
<b>Role reports to:</b>	Faculty Partners and Systems Manager		
<b>Direct Reports</b>	None		
<b>Other Key Contacts:</b>	Head of Accreditation and Standards, Associate Dean - Student Success (GBS), Deputy Dean, Quality office, Head/Deputy head of school, Link tutors		
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

### **PURPOSE OF ROLE:**

Following growth within the Greenwich Business School in both number of students and programmes there is need for support within the faculty for quality improvement processes and the planning and distribution of key dates, school documentation, programme structure information, data requests and accreditation support.

The role holder would need to have a good understanding of higher education systems and how the digital and practical processes interact with each other. They would need to be proactive in assisting colleagues with above tasks and exploring process improvement. The role holder will also be expected to be a deputy for the Faculty Partner and Systems Manger where needed.

### **KEY ACCOUNTABILITIES:**

#### **Team Specific:**

- Manage the compliance in the Faculty in respect to information. In particular: Acting as the Faculty Information Officer in respect to Data Protection, Freedom of Information and Retention Schedule issues
- Manage archiving, communication and recording of key data, reports, registers and documents. Maintain and develop appropriate areas on the Faculty database (currently SharePoint), to ensure appropriate information is available to key stakeholders
- Developing information systems to facilitate compliance with the Single Equality Act
- Facilitate the effective use of programme and partner data in the Faculty, including in particular:
- Assisting head of accreditation with data requests and projects for key faculty objectives

- Training programme and administrative teams in how to access and use key data sets that are available within the University and sector so that they may proactively enhance programmes
- Coordinate the Faculty's interactions to ensure 100% accuracy of the Banner authorised programme and courses lists and programme structures and related systems in particular the universities TNE provision.
- Assist Faculty Partners and Systems Manager with coordination of key projects withing the Standards and Partnerships Officer, including;
- Processing Academic misconduct cases
- Processing Externing Circumstances claims
- Assisting with the running of exams
- Ensuring that TNE students are able to be presented at the PAB
- Provide executive support to the Associate Dean - Student Success's role, including in particular:
  - Gathering data to assist in responding to enquiries, complaints and appeals
  - Assisting in the organisation of the exam boards: SAPs, PBTs and PABs, including setting deadlines, finalisation of data, preparation and dissemination of reports, liaising with partners, and minuting as appropriate
- Provide executive support to the Director of International Affairs, including in particular:
  - Assist in correspondence and conferencing activities, developing data sets, and coordinating responses to key enquiries
- Administer the Faculty's Visit Schedule, including supporting staff in making suitable travel arrangements
- Work effectively as a member of the Standard and Partnership team to ensure the administrative support meets the need of the key stakeholders, in particular organising team schedules and planning of projects.
- Establish and Maintain good working relationships in contributing to the delivery of an efficient support service.
- To assist when required with key university wide processes as required.
- Work flexibly, providing cover and collaborative support to other colleagues in the team to meet variations in demand.

**Generic:**

- To design and implement particular projects and solutions as agreed with the Line Manager.
- To undertake any other administrative tasks as required by the Team Leader and Line Manager.
- Oversee the preparation of documentation and materials ensuring that a high level of accuracy is maintained.
- Supporting senior academic staff in various projects such as PAB delivery or accreditations
- Take initiative and lead on projects as required ensuring that work is organised and delegated according to individual abilities and that clear objectives are set.

**Managing Self:**

- Able to proactively and independently identify need and address solutions to that need
- Can adapt to the demands of a sometimes pressured highly variable role
- Can work accurately under pressure to meet deadlines
- Able to form close, facilitative customer relationships
- Careful and accurate working
- Self-motivated with the ability to work under pressure during peak periods
- Team-focused, providing support to colleagues as required

**Core Requirements:**

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

**Additional Requirements:**

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the faculty delivers the required level of service.

Willing to work 'outside' normal hours and to travel as required including overseas.

**KEY PERFORMANCE INDICATORS:**

Accuracy of banner authorised courses and programmes lists and programme structures

Timely and appropriate responses to FOI enquiries. Appropriate adherence to Data Protection Act and Data Retention Schedules.

Appropriate systems for data availability and use to drive enhancement activity

Proactive support of the Director of Teaching and Learning and Director of Partnership roles to maximise effectiveness.

**KEY RELATIONSHIPS (Internal & External):**

Faculty Partners and Systems Manager, Standards and Conducts officers, Standards and Partnership officers, Head of Accreditation and Standards, Faculty Operating Officer, Head of Business Operations, Associate Dean (Student Success), Heads of School, Associate Heads of School- Student Success, Deputy Heads of School, Link tutors, Student Records, Quality Assurance Officers, Faculty Administration Manager, Programme Administration team.

<b>PERSON SPECIFICATION</b>	
<b>Essential</b>	<b>Desirable</b>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience in providing admin support, preferably in the Higher Education sector</li> <li>• Experience of working in a customer oriented environment</li> <li>• Experience of designing and implementing projects and solutions</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Competence in development of useful data sets and information sources in developing planning frameworks</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience in using SharePoint and Banner</li> <li>• Experience of managing data compliance issues</li> <li>• Experience of providing executive support to managers and committees</li> <li>• Experience of maintaining records and implementing systems/procedures</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Highly developed social skills to form close, facilitative customer relationships</li> </ul>

- Capacity to adapt to the demands of an often pressured and highly variable role
- Ability to work accurately under pressure to meet deadlines
- Effective communication skills by telephone, email, document and face to face
- High level of skill in the use and development of Microsoft Office products particularly Outlook, Teams and Excel

**Qualifications**

- Degree or professional qualification and/or extensive relevant administrative experience

**Personal attributes**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful

- Working knowledge of the Freedom of Information Act, Data Compliance Act, Single Equality Act
- Capacity to manage disparate data sources and to design databases
- Skill in working with varied levels of staff within a complex organisation

**Qualifications**

- N/A

**Personal attributes**

- N/A