

JOB DESCRIPTION

Job Title:	Biomed Online Administrator	Grade:	SG5
Department:	FES Professional Services	Date of Job Evaluation:	November 2020
Role reports to:	Biomed Online Operations Coordinator	SOC Code	
Direct Reports	None		

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:

To provide a professional level of administrative support to ensure high quality delivery of the Biomed Online programmes, providing additional administrative support for student bookings, fees, preparation for intakes, project management and marketing activities. The role holder is expected to be flexible as they will be working on a range of tasks and processes to provide comprehensive support depending on business need.

KEY ACCOUNTABILITIES:

Team Specific:

- Communicate clearly and effectively with the Biomed team, in particular the Biomed Online Operations Coordinator, Directors and other administrator colleagues to ensure that we provide effective and efficient support to our students.
- Attend weekly Biomed admin and team meetings.

Generic:

- Respond to course enquiries made via Salesforce CRM, ensuring correct information and advice is given to a wide range of enquiries; assist with all aspects of these including bookings & registrations.
- Assist with the preparation for the start of the biannual intakes of the BioMed Online modules, including requesting correct modules are added to students' records, contract letters sent to tutors and pre-course information issued.

- Provide administrative support to aid the delivery of BioMed Online modules including student and tutor liaison, document production, and coordination activities. This would include administrative tasks and communication with a variety of stakeholders including colleagues in other university departments (e.g. student records, FES faculty team)
- Provide additional administrative support for the management of the project element of MSc programmes.
- Monitor collection of project fee, including requesting invoices where necessary.
- Liaise with internal and external contacts as required within the remit of the role.
- Assist in developing and maintaining marketing assets, and support the promotion activities of BioMed Online including via mailshots to workplace training managers, current and past students, and through social media channels
- Provide cover for Biomed Online Operations Coordinator and administrators as necessary.

Managing Self:

- Manage time and workload to ensure tasks are completed as priority requires.
- Excellent communication skills both verbal and written.
- Answer correspondence appropriately and efficiently.
- Can escalate conflicting work priorities appropriately and in a timely fashion.
- Take a flexible approach to working.
- Able to cover for colleagues in their absence.

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:

The postholder will be required to attend some introductory sessions and final workshops (these are currently held online on Saturdays four times per year).

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 Biomed Online delivers the required level of service.

KEY PERFORMANCE INDICATORS:

Performance Indicators will be established in consultation with the BioMed Online Directors as part of the post-holder's annual Appraisal and Professional Development Review

KEY RELATIONSHIPS (Internal & External):

- Biomed Online Academic Director
- Biomed Online Business Development Director
- Other Biomed Online team members
- Students on Biomed programmes
- Tutors for Biomed programmes
- Admissions
- Student Records team
- Finance Office
- Prospective students and training managers in the NHS.

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Previous experience in an admin role <p>Skills</p> <ul style="list-style-type: none"> • Good IT skills, particularly Outlook • Confident phone manner • Able to prioritise own workload • Able to compose professional emails • Good communication skills – face to face, as well as by phone and email • Calm under pressure • High degree of accuracy, showing close attention to detail • Ability to get on with wide range of people, from students to senior University staff • Able to work unsupervised • Participate confidently in meetings when required <p>Qualifications</p> <ul style="list-style-type: none"> • Educated to A level or equivalent experience <p>Personal attributes</p> <ul style="list-style-type: none"> • We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful 	<p>Experience</p> <ul style="list-style-type: none"> • Experience working in an HE setting <p>Skills</p> <ul style="list-style-type: none"> • Experience of using Customer Relationship Management (CRM) system such as Salesforce <p>Qualifications</p> <ul style="list-style-type: none"> • N/A <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A