

## JOB DESCRIPTION

<b>Job Title:</b>	Biomed Online Operations Coordinator	<b>Grade:</b>	SG7
<b>Department:</b>	School of Science, FES	<b>Date of Job Evaluation:</b>	August 2022
<b>Role reports to:</b>	BioMed Online Academic Director and BioMed Online Business Development Director	<b>SOC Code</b>	
<b>Direct Reports</b>	None		
<p>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.</p>			

### **PURPOSE OF ROLE:**

On behalf of the BioMed Online Consortium and the Biomed Online Directors, set professional standards and contribute to the activities and growth of Biomed Online through efficient and effective management of the Biomed team and all administrative functions, and ensure that a high level of professional delivery of short courses for CPD and award-bearing programmes is always maintained.

### **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.
- To manage the Biomed Office operations effectively and efficiently and line manage colleagues as appropriate

#### **Generic:**

- Ensure all necessary administrative systems are in place to support commercial delivery of courses (currently 26) for both CPD and award bearing postgraduate programmes.
- Working alongside university services and other BioMed Online team members to monitor student progress and support student retention with personalised advice and pastoral support.
- Working closely with the university quality officers and prepare academic decisions for exam boards.

- Support growth in student numbers nationally and internationally.
- Manage all aspects related to cohorts including tutor liaison and recruitment.
- Manage the Customer Relation Management (CRM) system to ensure it efficiently supports delivery of the Biomed Online courses and programmes and can be used effectively as a reporting tool.
- Manage support for activities of the Biomed Online Operations Group and Consortium as required by the Biomed Online Directors.
- Provide a system for operational planning and management of the Biomed Online programme and refine administrative processes delivering innovative solutions to business challenges.
- Manage the Biomed Online office team establishing the operational direction, expectations and goals, effectively coordinating the team's workload.
- Potential for line management responsibility and delegating to others, keeping updated on current compliance issues, regulatory changes and sector best practice.
- Maintain strategic support for the Biomed Online board and ensure appropriate governance procedures are followed.
- Apply robust analytical skills and knowledge of the University and wider sector's structure and governance to carry out background research and complex analysis, producing reports, management information, recommendations, briefing papers, presentations and documentation to inform decision making by senior management.
- Build and maintain effective internal and external relationships with key stakeholders, including senior management, Professional Services staff, Faculty staff and high-profile external visitors, contacts and stakeholders to provide advice and customer-focused service as a key point of contact within Biomed Online.
- Lead on and deliver the priorities agreed by the Directors and Operations Group

**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:**

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:**

- Students recruited and fully registered for each academic year.
- Students given appropriate advice and pastoral care during study to support successful completion.
- Full tutor team of external consultants appointed for each intake in line with student numbers; tutor payments made at end of intake.
- Two intakes of Biomed Online delivered each year with positive feedback from students, tutors and the workplace.
- High successful completion rate maintained (>90% ).
- Biomed team supported efficiently, allowing continued expansion of Biomed Online; awareness of team members' workload and well-being maintained.
- Students presented to university exam boards and correct academic decisions made.
- At least three Biomed Online board meetings held per year and minutes produced. Board members represent 6 NHS Trusts, 3 pathology partnerships and Public Health England, with the University of Greenwich as the lead partner.

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

**Internal:** Head of School, MSc programme leaders; Student Records and Admissions; Finance; the Faculty Learning and Teaching team and GLT

**External:** Biomed Online training managers; Biomed Online tutors; Biomed Online students; Biomed Online board.

<b>PERSON SPECIFICATION</b>	
<b>Essential</b>	<b>Desirable</b>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Significant experience of coordinating and managing complex programmes of work.</li> <li>• Good knowledge and understanding of HE systems and procedures for academic and student support</li> <li>• Good knowledge and understanding of online delivery of Master level courses.</li> <li>• Good knowledge and understanding of university quality management procedures and processes</li> <li>• Successful project management experience</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to work effectively on own initiative</li> <li>• Understanding of student and stakeholder needs and the ability to promote a service orientated approach within teams</li> <li>• Able to work closely with senior and academic staff</li> <li>• Excellent communication skills</li> <li>• Effective forward planner</li> <li>• Confident problem solver</li> <li>• Experience of using a Customer Relationship Management (CRM) system such as Salesforce, or comparable database package</li> <li>• Ability to use the range of Microsoft Office programmes</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Educated to graduate level or equivalent experience</li> </ul> <p><b>Personal attributes</b></p> <ul style="list-style-type: none"> <li>• We are looking for people who can help us deliver the <a href="#">values</a> of the University of Greenwich: Inclusive, Collaborative and Impactful</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience working in HE setting</li> <li>• Line management experience</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Experience of developing Customer Relationship Management (CRM) system such as Salesforce</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Recognised IT qualification</li> </ul>