

JOB DESCRIPTION

Job Title:	Postgraduate Research Examinations Officer	Grade:	SG5
Department:	Greenwich Research & Innovation (GRI)	Date of Job Evaluation:	June 2023
Role reports to:	Training and Research Programmes Officer (TRPO)	SOC Code	N/A
Direct Reports	N/A		
<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:

The Research & Enterprise Training Institute (RETI) in the Greenwich Research & Innovation (GRI) Directorate is seeking an enthusiastic individual to provide a high standard of administrative support for a range of postgraduate research administrative activities.

The role holder is required to undertake a range of administrative duties associated with RETI, which is responsible for the administration, quality assurance and compliance for postgraduate research degree programmes within the university, which support the consistent implementation of the university's agreed academic regulations, policies and procedures. These duties will include overall responsibility for the co-ordination and management of postgraduate research examinations.

The post requires meticulous attention to detail, the ability to work under pressure and a customer focussed approach to the concerns of students, staff and external stakeholders.

KEY ACCOUNTABILITIES:

Team Specific:

- Administrative responsibility for the management and coordination of postgraduate research student examinations, ensuring examinations are arranged and the correct Research Degree Administration Forms are submitted in a timely manner and adhere to the Academic Regulations for postgraduate Research Awards and the guidance in the Postgraduate Research Students' and Supervisors' Handbook.
- Ensure the prompt and accurate provision of information and examination documentation to the Faculty Research Degrees Committee Secretaries/Training and Research Programmes Officers to enable the timely consideration and processing of Research Degree Administrations Forms, examination outcomes, award ratifications and any other decisions, as required, by the Faculty Research Degrees Committees.
- Maintain accurate records and data in relation to postgraduate research students, ensuring all data is managed in accordance with Data Protection requirements and the university Information and Records Management Policy.
- Develop and produce accurate and timely information, statistics and reports relating to examinations, as required by management staff to support the work of RETI and committees/boards within the university.

- Responsible for the efficient management of all enquiries in relation to postgraduate research examinations, to ensure students, staff and external examiners are provided with current and accurate information in accordance with university regulations and guidance, including the Academic Regulations for Research Awards and the Postgraduate Students' and Supervisors' Handbook.
- Maintain timely and effective communications with key internal offices in Directorates to ensure correct information is provided in relation to postgraduate research students in the examination phase to enable the accurate maintenance of tuition fees and the management of student visas.
- Work closely with the Training and Research Programmes Officers to resolve complex queries or anomalies that may arise within the examination process, and escalate to the Training and Research Programmes Manager, where necessary.
- Ensure continuous process improvement by regularly reviewing the procedures for postgraduate research examinations and liaising with Training and Research Programmes Officers and the Training and Research Programmes Manager over the implementation of identified developments/improvements.
- Ensure that a professional service is delivered to students, staff and external examiners at all times and be able to take the initiative to answer a vast array of enquiries that come through the office.

Generic:

- Knowledge of the HE sector and areas of academic quality and enhancement in relation to postgraduate research.
- General duties as required to support the work of RETI.
- Actively participate in staff meetings, discussions, and workshops.
- Provide support/cover when other members of the team are absent or on leave.
- Contribute to the development and improvement of processes within RETI.

Managing Self:

- Well-developed communication and presentation skills with the professional qualities needed to gain confidence and respect from colleagues internal and external to the university.
- Team membership skills, with an ability to work as an individual and as members of team.
- Good organisational skills with a high level of competency using Microsoft Office.
- Able to prioritise individual workload and meet competing deadlines successfully with a good track record of achieving objectives.
- A methodical approach to tasks with attention to detail and ability to present high quality data.
- Ability to analyse problems and advise on appropriate solutions.
- Good customer focused skills, able to build successful relationships with internal and external stakeholders and staff at different levels.
- Ability to adhere to established procedures and contribute to implementing procedural and organisational change and policy development.

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.

Where required, travel between campuses of the university to carry out the duties of the role.

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 Research & Enterprise Training Institute delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Effective administrative support, ensuring a positive staff and student experience.
- Timely production and delivery of work, meeting deadlines as required.
- Building effective relationships with key stakeholders.

KEY RELATIONSHIPS (Internal & External):

- RETI colleagues
- GRI Colleagues
- Faculty Research Administrators/Officers
- Academic Staff
- External Examiners
- Postgraduate Research Students
- Colleagues in Directorates (e.g. Student & Academic Services, Finance, ILS)

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Extensive experience of administrative work in a busy office environment, preferably in postgraduate research in UK HE • Experience of organising examinations or events to a high standard and within set timeframes • Experience of working as part of a team and of assuming additional responsibilities beyond those attached to day-to-day roles • Experience of managing a busy workload and achieving objectives and targets successfully, and of reporting on these • Demonstrable experience of the ability to maintain accurate and up to date records • Experience of working with university regulations and procedures • Experience of making decisions within the context of established frameworks <p>Skills</p> <ul style="list-style-type: none"> • Excellent IT Skills • Proficient in the use of Microsoft Word and Excel • Ability to administer data systems and present high-quality data • Excellent organisational skills and time management • Highly numerate and literate • Excellent interpersonal and communication skills (written/oral) and a customer focused approach • An ability to work with colleagues at different levels, and provide effective procedural advice and guidance others • Ability to take initiatives in solving day to day issues or problems and to present and recommend solutions to other colleagues 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of postgraduate research administration • Experience of the University's student records database • Understanding of quality assurance processes <p>Skills</p> <ul style="list-style-type: none"> • Advanced user of Microsoft word and Excel

- Able to prioritise, organise and deliver a complex and changing workload under pressure, without constant supervision and to tight deadlines
- Able to take a methodical approach with keen attention to detail
- Able to work both individually and as part of a team

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

Qualifications

- Evidence of relevant continuing professional development

Personal attributes

- N/A