JOB DESCRIPTION

Job Title: Administrative Assistant – Faculty Partnerships

Grade: SG4

Department: Faculty of Engineering and Science

Responsible to: Faculty Partnerships Manager

Responsible for: N/A

Key Contacts: N/A

Standard Occupational Classification (SoC code): N/A

Non-Contractual Nature of Role Profile: 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 general administrative support to the Faculty Partnerships Administrative team. The post holder will be expected to work effectively with
staff across the University that collaborate to deliver the programmes at all stages
of the student lifecycle, including finance functions as required.

KEY ACCOUNTABILITIES
Team Specific:
- Work effectively as a member of the Faculty Partnerships Administration Team to provide support to key activities under supervision of the Administrative Officers.
- Establish and maintain good working relationships in contributing to the delivery of an efficient administrative support service including working with other teams across the wider university.

Generic:
- Act as the first point of contact responding to partnerships and student from overseas and UK sites across all schools.
- Contribute to providing a consistent, professional and welcoming service, including answering queries and referring appropriately.
- Provide assistance to colleagues within your team covering a range of general administrative duties including processing of student data in preparation for admission, registration and award. Mark entry for

coursework and examinations; Progression and Award Boards; Day to day partnership and student queries.

- Assist with preparations across the range of activities within your team as required, including meetings, exam boards and finance functions.
- Assist with record keeping and financial spreadsheets and ensuring that administrative systems function effectively.
- Provide support to small-scale projects within your team and across the Faculty as required.
- Work flexibly, providing cover and collaborative support to other colleagues in the Administration Team to meet variations in demand.
- Undertake specific routine data entry tasks independently ensuring accuracy and consistency

Managing Self:
- Responsible for maintaining own continuous development.
- Respond to queries in a timely manner.

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 of Engineering and Science delivers the required level of service.

KEY PERFORMANCE INDICATORS:
- Effective administrative support.
- Appraisal process.
- Timely production and delivery of work.
- Contribution to the team ethos and effectiveness.

- Enquiries responded to in a timely manner (measured by feedback from colleagues, students and key stakeholders both internally and externally).

KEY RELATIONSHIPS (Internal & External):
- Faculty colleagues, including other administrative and support staff, academics and researchers.
- University-wide colleagues at all levels.
- All partnerships, students and visitors to the Partnerships Office.
- External contacts, including examiners, link tutors and staff at overseas and domestic linked institutions.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria
- Administrative and secretarial experience.
- Working in a busy office environment.

Desirable Criteria
- Working in Higher Education environment.
- Working in a customer service environment.

SKILLS:

Essential Criteria
- Good working knowledge of Microsoft Office suite (including Teams).
- Good level of proficiency in written and oral English.
- Good communication skills including a pleasant reception and telephone manner.
- Ability to organise your own work and prioritise workload with minimum supervision.
- Ability to work accurately.
- A clear understanding of good customer service.

Desirable Criteria
- Able to create reports and compile statistics as required.

QUALIFICATIONS:

Essential Criteria
- GCSE A-C grades in English and Maths, or equivalent.

Desirable Criteria
- A-level or equivalent Level 3 qualification.

PERSONAL ATTRIBUTES:

Essential Criteria
- We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria
- N/A