

JOB DESCRIPTION

Job Title: Administrative Officer (Greenwich Online)

Grade: SG5

Department: Greenwich Online

Responsible to: Associate Director of Greenwich Online

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

The University of Greenwich has an ambitious strategy to 2030 entitled This is Our Time. An important priority within the strategy is to establish an excellent online learning provision, establishing new innovative programmes along with supporting existing provision to develop further.

Working closely with the Associate Director and University stakeholders, this new role joins at an exciting time and will play a supportive role in the planning, implementation and delivery of new online provision.

The Online Officer will work proactively to provide project-based support across Greenwich Online provision. This role will help operationalise and implement Greenwich Online, performing various administrative duties to assist in the smooth delivery and subsequent growth of the online portfolio.

KEY ACCOUNTABILITIES

Team Specific:

- To work proactively with members of Greenwich Online team, conducting administrative duties to assist and support day to day operation of the service area.

- To assist with documentation and dissemination of information relating to online provision; for example, making resources available through the Digital Student Centre and via internal staff coms.
- To organise and assist with routine tasks, for example compiling regular reports, organising meetings and circulating information to internal audiences.
- To aid in the documentation of internal business processes for wider audiences with an interest in Greenwich online.
- To act as a main point of contact for Greenwich Online activities for internal and external stakeholders.
- To monitor, triage and respond to queries directed to shared inbox.
- To support new starters as through staff induction period, answering questions and signposting to shared resources.
- To assist in routine HR tasks for staff working across Greenwich Online, for example confirming timesheets and checking contracts are in place.
- To assist in the preparation and compilation of budget related activities, including working with spreadsheet data.
- To act as a representative for Greenwich Online, internally and externally.

Generic:

- To communicate effectively.
- To support others in a collegiate and effective way.
- Ability to prioritise competing work tasks in a timely and efficient manner.

Managing Self:

- To engage in personal and professional development activities.
- Motivated to deliver to high standards, working independently and with others.
- To be able to work proactively and to deadlines.
- Excellent attention to detail.

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 department delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- These will be set and agreed with the line manager, following appointment and then reviewed periodically.

KEY RELATIONSHIPS (Internal & External):

- Staff within the Faculties, including Programme/Module Leads, Faculty Operating Officers and Associate Deans (Student Success)
- Staff within Professional Services Directorates, including Information and Library Services (ILS), Student and Academic Services (SAS), Academic Learning and Enhancement (ALE), Marketing and External Relations (MER)
- University networks relating to online provision

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Extensive experience working as an administrator or in project support capacity
- Experience of working in a high functioning team
- Experience of creating documentation for a range of audiences
- Experience of prioritising competing demands effectively
- Working to deadlines

Desirable Criteria

- Supporting large-scale projects.

- Working in Higher Education
- Supporting new starters.
- Supporting HR processes.
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SKILLS:

Essential Criteria

- Excellent IT and digital skills
- Proficient in MS Excel and Word
- Highly organised, and able to prioritise multiple competing tasks accordingly.
- Excellent interpersonal skills
- Ability to work proactively and independently
- Highly collaborative

Desirable Criteria

- Use of productivity tools
- Use of Virtual Learning Environments and/or Content Management Systems

QUALIFICATIONS:

Essential Criteria

- Good standard of education (minimum of 5 GCSEs with English Language and Maths or equivalent Grade 4 or above) or equivalent relevant experience.

Desirable Criteria

- N/A

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.
- Enthusiastic about online learning and widening access to education

Desirable Criteria

- N/A