UNIVERSITY OF GREENWICH

Job Title: Senior Teaching and Learning Support Officer

Grade: SG6

Department: Faculty of Education, Health & Human Sciences

Responsible to: Teaching and Learning Support Manager

Responsible for: Teaching and Learning Support Team

Key Contacts: Programme/Portfolio leads, Academic staff, Other Faculty administrative and technical staff, Central directorate colleagues (admissions, student services etc), students, applicants, service users

Standard Occupational Classification (SoC code):

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 support to, and when required, to deputise for, the Teaching and Learning Support Manager, including line management of members of the team.

- To line manage members of the Teaching and Learning Support team staff.

- To provide a high standard of administrative and secretarial support to key programme administration related activities ensuring an efficient and effective service to programme and portfolio leads, and students.

- To lead and manage key projects within the overall remit of the team, as directed by the Teaching and Learning Support Manager.

KEY ACCOUNTABILITIES

Team Specific:

- Line manage and prioritise work of members of the Teaching and Learning Support team, directing staff in the delivery of their duties.

- Contribute to the co-ordination of the ongoing development and improvement of team services, taking a lead in specific areas in liaison with the Teaching and Learning Support Manager.

- Work effectively as a member of the team to provide support to key programme administrative support and to deputise for the Teaching and Learning Support Manager when required.

- Establish and maintain good working relationships in coordinating the delivery of an efficient support service.

Generic:

- To be responsible for appraisals, probationary reports, and staff development for members of the team, as directed by the Teaching and Learning Support Manager.

- Ensure documentation and materials are prepared to high level of accuracy, for example programme documentation and booklets.

- Identify improvements to the effectiveness and efficiency of the administrative service and take a lead in implementing these and monitoring their effectiveness.

- Liaise with partner colleges, collaborative partners, external examiners, accrediting bodies and other external stakeholders as required.
- Provide support to the recruitment and admissions processes, where required, liaising with admissions tutors and programme administrators as appropriate.
- Contribute to supporting effective learning and quality provision in accordance with university regulations and requirements, as well as external Professional and Statutory Body requirements.
- Prepare across a range of key activities, for example open days and recruitment activities, Events, new arrivals week and student experience and employability support, programme validations, examinations, and PABs and CPD activities.
- Liaise with internal and external stakeholders as required within the remit of the role.
- Work flexibly, providing cover and collaborative support to other colleagues in the team to meet variations in demand
- Provide secretarial support for relevant meetings including PABs and plagiarism meetings and follow up, ensuring that room and catering bookings are made, calendar invitations are sent in good time, and that papers and minutes are circulated in a timely way.
- To use Banner and other university systems, including reporting dashboard as required to support the work of the faculty.
- To assist when required with key University wide processes as required, for example, clearing, enrolment and graduation

Managing Self:

- Self-motivated with the ability to work under pressure during peak periods.
- Team-focused, providing support to colleagues and activities as required.
- Develop and maintain positive relationships with a range of stakeholders.
- Responsible for maintaining own continuous development.
- Respond to queries in a timely manner.
- Always maintain confidentiality.

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 Teaching and Learning Support Team 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.
- Contribution to the team ethos and effectiveness.
- Enquiries responded to in a timely manner.

KEY RELATIONSHIPS (Internal & External):

- Programme/Portfolio leads, academic staff, service users, students/applicants, other administrative and technical staff colleagues.
- Staff in Central Services across the University, including Student and Academic Services, Timetabling.
- External collaborators, consultants and examiners.
- Students.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Extensive administrative experience.
- Working to senior colleagues, often with conflicting demands.
- Meetings administration and notetaking.
- Experience of planning and prioritising work to meet deadlines.
- Experience of working collaboratively across different functional areas.
- Experience of working in a busy and professional office.

Desirable Criteria

- Working in the Higher Education sector or similar environment.
- Experience of line management.
- Experience of using university systems, such as Banner, and reporting dashboards.

SKILLS:

Essential Criteria

- High level competency in Microsoft Office, particularly Excel.

- High level of proficiency in both written and oral English.

- Ability to lead and manage a team.

- Building and maintaining relationships with key stakeholders in a professional manner (e.g., courteously, efficiently, assessing level of priority)

- Ability to anticipate potential problems / anomalies and deal with them before they become major issues

- Working proactively and effectively without close supervision.

- Excellent communication and interpersonal skills (in writing, over the phone and in person)

- Ability to plan and manage projects effectively, ensuring that clear objectives are set.

- Commitment to continuing professional development and desire to develop in the role.

- Discreet approach and ability to maintain confidentiality.

Desirable Criteria

Able to create reports and compile statistics as required.

QUALIFICATIONS:

Essential Criteria

- Degree of professional qualification

- Or considerable proven 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.

Desirable Criteria

- N/A