

JOB DESCRIPTION

Job Title: Senior Partnerships Officer

Grade: SG6

Department: Faculty of Engineering and Science

Responsible to: Faculty Partnerships Manager

Responsible for: Partnership Officers

Key Contacts: Deputy Dean, Faculty Operating Officer, Faculty Partnerships, AQU, Department Administrators, Faculty Director of Recruitment & Admissions, International Office

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

Working under the direction of the Faculty Partnerships Manager and the Deputy Dean, to undertake a range of administrative and operational management duties in support of the TNE and domestic partnerships within the Faculty of Engineering and Science as well as supporting international recruitment activity. The Senior Partnerships Officer will provide administrative support to a senior manager within the Faculty as well as support the Faculty's relationships with its Partner Institutions. The role holder will also need to work proactively to develop successful working relationships with administrators and academic staff both within the Faculty and University and in the Partner Institutions. The role holder will support the training and development of administrators working within TNE partnerships and delegate tasks and prioritise as part of daily role.

As well as providing strong administrative support, the main responsibility of the role holder is to facilitate strong and productive relationships between Faculty and Partner Academic Staff, between University and Partner administration and providing for robust and External Examiner oversight. This covers specifics such as managing as required, the dissemination of learning materials, coursework and examination instructions. The role holder will also provide administrative support for the international recruitment activity of the Faculty.

KEY ACCOUNTABILITIES

Team Specific:

- Act as the Faculty Account Officer for all collaborative partners both international and domestic working as part of a team, specifically:
- Lead with the academic and business administration of TNE and UK partnerships Establish and maintain good working relationships in coordinating the delivery of an efficient support service.
- Line manages Partnership Officer providing day-to-day
- oversight, conducting regular 1:1s, managing absences and annual leave, and leading on appraisals and objective setting.
- Identify improvements to the effectiveness and efficiency of the administrative service and take a lead in implementing these. This will include training and supporting partnerships during the support of new systems in accordance with university guidelines. Manage and develop the content of TNE Partnership SharePoint pages. Provide effective support for partnership staff and students with Moodle and IT issues.
- Lead on the training, support and development of administrative staff in relation to TNE tasks.
- Manage travel arrangements and other logistics for partnership and international recruitment activity.
- Provide administrative and secretarial support to a senior members of Faculty management and on occasion on behalf of AQU, including the servicing of meetings both in the UK and overseas.
- Act as liaison with International Office and other Faculty Collaborations offices in regard to these collaborative partners.
- Lead on organising the collection, dissemination and archiving of materials and ensure these match the approved university specifications.
- In consultation with AQU to set the annual process for visits ensuring that all Health and Safety considerations including risk assessments and FCO considerations are appropriately noted and recorded in advance of any travel.
- Ability to adapt to non-planned events and unforeseen circumstances in relation to local conditions while undertaking travel on behalf of the University in this capacity. Ensure that post travel follow-up, particularly in relation to these circumstances, is recorded.
- Oversee the distribution of assessment tasks to partners, working with academic programme leader for setting of assessment deadlines, Preparing International Partnerships Annual Calendar.
- Manage the collection/entering of Faculty Grade Entry, moderation completion, and marked samples from partners and for the oversight and moderation by Faculty Academic Staff and External Examiners.
- Act as liaison and support for External Examiners.
- Manage the organisation of the exam boards and SAPs for all partners and (in consultation with AQU) PABs for international partners. To include pre-PAB meetings with all International

Partnerships, analysis of student profiles, finalisation of data, preparation and dissemination of reports, liaising with partners, and minuting as appropriate. Manage distribution of results lists and support partnerships and students with post PAB queries in consultation with AQU and University regulations.

- Work collaboratively within the team to devise and implement administrative systems ensuring that effective, records, archiving and filing systems and processes are maintained.
- Provide support to a range of functional areas, liaising with administrative and academic colleagues at all levels as required.
- Liaise with internal and external stakeholders as required within the remit of the role to develop successful working relationships with administrators and academic staff both within the Faculty and University and in the Partner Institutions. This may include in country support for partners to provide guidance on University processes.
- Oversee the preparation of documentation and materials ensuring that a high level of accuracy is maintained, for example relating to correspondence, programme documentation, handbooks, induction materials, promotional materials, etc.
- Manage admissions and registration processes, researching entry qualifications and ensuring that accurate data is obtained and recorded. Liaise with the University's Admissions and Student Records teams to this effect. Manage support to partnerships in relating to student profiles, 2nd stage registration, withdraws/interruptions, and Academic Assessment Offences . Support Programme Leader in delivery of programme including programme structure changes.
- Request, collate and check documentation relating to collaborative programmes including link tutor reports, course committee meetings, programme structures, student handbooks and programme monitoring reports.
- Oversee the distribution of key documents and resources to approved centres including exam stationery, result letters, certificates and transcripts.

Generic:

- Process confidential student data, including extenuating circumstance claims/ assessment offences, in accordance with University policy and data protection legislation.
- Take minutes of meetings such as team meetings or admissions panel meetings.
- SAP's and PABs.
- Assist in the approval and review processes for the Faculty's partnership provision, liaising as necessary with University, Faculty and partner institution staff. Hold regular Teams meetings with Partnerships throughout the academic year to maintain effective working relationships.

- Assist the Faculty Resources and Procurement Team in collating student data for invoice generation.
- To design and implement particular projects and solutions as agreed with the Line Manager and other key contacts.

Managing Self:

- Act as the first point of contact for staff at collaborative institutions, responding to emails, dealing with telephone enquiries and liaising with staff within the University on their behalf
- Manage scheduled tasks in line with annual calendars, whilst also adapting to work reactively to meet the demands of a sometimes pressured highly variable role.
- Manage own workload and that of School team. Work to deadlines and project plans.
- Responsible for maintaining own continuous development and supporting that of others.
- Can adapt and work accurately to the demands of a sometimes pressured highly variable role.
- Willingness to travel overseas and ability to adapt to working with less direct supervision or support.

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.

KEY PERFORMANCE INDICATORS:

- Respond to partners within agreed service delivery deadline.
- Ensuring that all new students are registered within 4 weeks of commencing study.
- Ensuring that the Collaborations Website information and documentation is accurate and updated regularly.
- Ensuring that course data for continuing students is collated and recorded by a set deadline each semester.

- Working with the Conferments Office to ensure that all certificates and transcripts are dispatched on centres in a timely manner.
- Registration of all of partnership students in line with University Policy.
- Meeting all University deadlines particularly in relation to registration, examinations, SAPs and PABs.

KEY RELATIONSHIPS (Internal & External):

- Deputy Dean, Faculty Admin Services Manager, FOO, Associate Dean - Student Success, , Director of Recruitment & Admissions, Programme Co-ordinators/Leaders, Heads of Department, Banner Team, Resources and Procurement Team, Collaboration Partners, International Office, Other Faculty Collaborations Officers.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Experience in providing admin support, preferably in the Higher Education sector
- Experience of working in a customer oriented environment
- Experience in adapting to the demands of a sometimes pressured highly variable role and working accurately under pressure to meet deadlines

Desirable Criteria

- Experience of maintaining records and implementing systems/procedures
- Experience with Banner

SKILLS:

Essential Criteria

- Strong working knowledge of Microsoft Office.
- Excellent interpersonal skills
- High level of proficiency in English, both written and oral.
- Ability to communicate effectively at all levels.
- Commitment to continuing professional development and desire to develop in the role.
- Ability to organise own work and prioritise workload with minimal supervision.
- Ability to identify and meet deadlines.
- High degree of accuracy and the ability to pay close attention to detail.
- Able to work well in a team.
- Adaptable to different types of work and workloads.
- Calm under pressure.
- Tactful, diplomatic and discreet.

Desirable Criteria

- Skill in working with varied levels of staff within a complex organisation
- Ability to design databases

QUALIFICATIONS:

Essential Criteria

- Educated to A' level or equivalent or significant work experience in a similar environment

Desirable Criteria

- A first degree or equivalent

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