JOB DESCRIPTION

Job Title: Faculty Education Manager

Grade: SG7

Department: FLAS Operations Team

Responsible to: Deputy Head of Student Success

Responsible for: Senior Education Officers; Education Officers

Key Contacts: Academic staff, administrative colleagues, students, University colleagues at all levels visitors, external collaborators, contacts, examiners, overseas and UK link academics and colleagues in approved centres.

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
- Manage the delivery of a high-quality services for on- and off- campus course administration, including Transnational Education (TNE) Partnerships, Distance Learning and all credit bearing non-standard courses.
- Develop, implement, and maintain robust administrative systems that support efficient space utilisation across teaching and learning environments, ensuring optimal use of physical resources.
- Ensure correct procedures are followed across all administrative activities in accordance with current Academic Regulations, including compliance with health and safety standards through regular room inspections and reporting.
- Take a lead within the Faculty Operations Team to support the development, planning and implementation of Faculty-wide processes, procedures, and protocols, with a focus on continuous improvement and operational excellence.
- Take responsibility for coordinating key Faculty-wide workstreams under the direction of the Faculty Education Manager and Deputy Head of Student Success, including oversight of data retention practices to ensure secure, accurate, and policy-compliant record keeping, as well as monitoring progress and outcomes across administrative initiatives.

KEY ACCOUNTABILITIES
Team Specific:

- Lead the Faculty Course Administration Team
- Line Management responsibility for permanent members of Course

Administrative staff and for casual workers.
- Establish and maintain good working relationships in managing the delivery of an efficient administration service.
- Prioritise work of team members and direct staff in the delivery of their duties.
- Promote effective communication and strong customer care ethos in service to colleagues, students and external stakeholders.
- Contribute to coordination of the ongoing development and improvement of Faculty-level services, taking a lead in specific areas in liaison with the Faculty Education Manager.

Generic:
- Manage the effective operation and organisation of support services provided to the Heads of School, academic staff and students.
- Devise and implement efficient systems, processes and procedures, maintaining oversight of key functional administrative areas across the Faculty.
- Oversee administrative support for student recruitment and admissions related activities including open days, applicant events and interviewing, etc
- Undertake research, analysing outcomes, drafting text and providing information for reports, briefings and Committees as required.
- Take a lead in records management, ensuring that appropriate storage, organisation and the maintenance of robust record keeping, filing and archiving systems is achieved.
- Ensure documentation and materials are prepared to high level of accuracy (eg course documentation, handbooks, induction materials, promotional materials, validation and review documentation).
- Maintain overview of assessments and examinations administration to ensure adherence to regulation.
- Take a lead in relation to HR and staffing matters by supporting recruitment, appraisal and staff development administration, maintaining accurate and up to date records.
- Provide advice, guidance and training to staff and students in relation to Faculty and University policies, procedures and regulation within your area of responsibility.
- Review and revise Faculty processes in line with University regulation, support the implementation of changes to policies and procedures as required and actively monitor their effectiveness.
- Liaise with University Offices, Schools, Departments and external stakeholders as necessary.
- Participate in relevant Faculty and University networks, working groups and committees as required.
- Participate in wider Faculty activities where required such as Open Days, Graduation Ceremonies, Clearing.

Managing Self:
- Manage own workload and that of the Education Administration Teams ensuring effective delegation.

- Take responsibility for maintaining own continuous 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:
- Support and promote strong Health & Safety ethos to ensure the Faculty meets the requirements of the University H&S policy, including acting as a H&S Local Officer, DSE Assessor, First Aider, Fire Warden as required.
- 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 and location, to ensure that the Faculty Operations Team delivers the required level of service.

KEY PERFORMANCE INDICATORS:
- Levels of administrative service
- Team development and progress
- Contribution to team ethos and effectiveness
  (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.
- Staff in Central Services across the University, including Student Administration Services, Recruitment and Admissions, Timetabling, Student Records, Estates, Catering, Academic Quality Unit, GRE, RETI.
- External collaborators, consultants, examiners and other external stakeholders
- Students.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria
- Significant administrative management experience in the higher education sector.
- Proven experience in leading and motivating a team.
- Experience of developing and managing administrative systems and procedures
- Experience of managing a high quality service to customers or clients

Desirable Criteria
- Knowledge and experience of exam boards
- Experience of advising students or staff on the basis of University regulations
- Knowledge of the Banner or experience of using a similar student record system
- Knowledge of assessment processes in Higher Education
- Experience of University admissions procedures and the assessment of entry qualifications

SKILLS:

Essential Criteria
- Excellent administrative, organisational and IT skills
- Excellent interpersonal skills and an ability to build relationships and communicate effectively with a wide range of contacts, both internally and externally
- High level proficiency in both written and verbal English
- Ability to produce high quality formal written documents, for example reports to senior managers
- Ability to use initiative and confidence to make recommendations to senior colleagues and follow through ideas and innovations
- Ability to plan and manage projects effectively, ensuring clear objectives are set
- Ability to work under pressure and prioritise tasks to meet tight deadlines
- Confident in communicating with staff at all levels and with students from a diverse range of cultures and backgrounds
- Awareness of Data Protection and Freedom of Information legislation
- Commitment to continuing professional development and desire to develop in the role
- Ability to support the development of others

Desirable Criteria
- Confident making recommendations to senior staff and taking independent decisions
- Commitment to providing a high standard of support when working individually and when providing direction to a team

QUALIFICATIONS:

Essential Criteria
- Honours degree
- A good standard of general education including minimum of A-C grade in GCSE Maths and English or equivalent.

Desirable Criteria
- Post graduate 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