

JOB DESCRIPTION

Job Title: Faculty Education Officer

Grade: SG5

Department: FEHHS Operations Team

Responsible to: Faculty Senior Education Officer

Responsible for: N/A

Key Contacts: Academic staff, administrative and technical support colleagues, University-wide colleagues at all levels, students, visitors, external contacts, examiners.

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 a high standard secretarial and administrative support service ensuring efficiency and effectiveness across the range of School/Faculty activities, including programme administration and student support.

KEY ACCOUNTABILITIES

Team Specific:

- Work effectively as a member of the Faculty Operations Team to provide support to key activities as directed by the Faculty Senior Education Officer.
- Establish and maintain good working relationships in contributing to the delivery of an efficient support service.

Generic:

- Provide comprehensive secretarial and administrative support to key student facing activities ensuring that academic, research and partner requirements are met.
- Work collaboratively to devise and implement administrative systems ensuring that effective, records, archiving and filing systems and processes are maintained and kept secure.
- Prepare documentation and materials ensuring a high level of accuracy, for example, course documentation, handbooks, induction materials, promotional materials, etc.

- Provide relevant information to stakeholders when required e.g. student references, attendance and classroom lists. Use university systems (e.g. banner, Moodle, reporting dashboard) to support the work of the faculty. Assist students with routine Moodle support as required.
- Provide support to the recruitment and admissions processes, ensuring that student applications are dealt with promptly and liaising with Admissions team and Academic Leads with regard to assessment tasks and interview arrangements as required.
- Contribute to supporting effective learning and quality provision in accordance with University regulations and requirements, as well as external Professional and Statutory Body requirements.
- Administer the range of key course activities. For example, Subject Assessment Panels; Progression and Award Boards; programme validations; examinations; plagiarism hearings; programme committee meetings, Open Days, recruitment activities and events,
- Liaise with internal and external stakeholders as required within the remit of the role (including Transnational Education (TNE) Partners, UK partners and other partners for credit-bearing non-standard courses or CPD).
- Undertake small-scale projects as directed by the Faculty Education Manager or Senior Education Officer, researching and collating the information required.
- Service meetings as requested, including ensuring that invitations, room and catering bookings are made and that papers are circulated in a timely way.
- Work flexibly, providing cover and collaborative support to other colleagues in the Faculty Operations Team to meet variations in demand.
- Participate in wider Faculty activities where required such as Open Days, Graduation Ceremonies, Clearing.

Managing Self:

- Responsible for maintaining own continuous development.
- Work to deadlines and project plans.
- Proactive and self-motivated.
- Respond to queries in a timely manner.
- Develop and maintain positive relationships with a range of stakeholders, including the immediate team.

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 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:

- Effective administrative support.
- 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.
- Staff in Central Services across the University, including Student Administration Services, Recruitment and Admissions, Timetabling, Student Records, Estates, Catering, Learning and Quality.
- External collaborators, partners, consultants and examiners.
- Students and parents/guardians.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Administrative and secretarial experience
- Working in a busy office environment
- Working under pressure
- Supporting committees and note-taking
- Delivering excellent customer service

Desirable Criteria

- Working in the Higher education sector or similar environment
- Experience of using online central systems and packages

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 and build strong professional relationships.
- Adaptable to different types of work and workloads.
- Calm under pressure.
- Tactful, diplomatic and discreet.

QUALIFICATIONS:

Essential Criteria

- A2-level or B.Tech level education or equivalent Level qualification.
- A good standard of general education including minimum of A-C grade in GCSE Maths and English or equivalent.
- *Or considerable proven relevant experience.*

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.