

JOB DESCRIPTION

Job Title: Faculty Senior Education Officer

Grade: SG6

Department: Faculty Operations Team - FEHHS

Responsible to: Faculty Education Manager

Responsible for: Faculty Education Officers

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 high level support, coordinating and managing an administrative team, ensuring an effective and efficient service is maintained across Faculty activities relating to the delivery of its on- and off-campus programmes (including Transnational Education (TNE) Partnerships, Distance Learning and all credit-bearing non-standard courses).
- Work within the Faculty Operations team to develop and maintain robust administrative systems, processes, and procedures across the Faculty.

KEY ACCOUNTABILITIES

Team Specific:

- Work effectively as a member of the Faculty Operations Team taking a lead in providing support to key activities under the direction of the Faculty Education Manager.
- Establish and maintain good working relationships in coordinating the delivery of an efficient support service.
- Provide line management to members of the team. Support and deputise for the Faculty Education Manager as required.
- Identify improvements to the effectiveness and efficiency of the administrative service and take a lead in implementing these, working closely with the Faculty Education Manager.

Generic:

- Ensure administrative support service meets the academic, research and partner requirements of the Faculty and its Schools.

- Take initiative and lead on projects as required ensuring that work is organised and delegated according to individual abilities and that clear objectives are set.
- Ensure that effective records, archiving and filing systems and processes are devised and maintained.
- Use Banner and other university systems, including dashboards, to report on status of students and Faculty work.
- 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.
- Take responsibility for recruitment and admissions processes, ensuring that robust procedures are in place to deal with applications promptly and to communicate effectively with applicants (including liaising with Admissions team and Academic Leads Tutors regarding interview arrangements, taster days, assessment tasks, etc)
- Ensure that the administration of assessments and examinations runs smoothly.
- Maintain an effective learning and quality provision in accordance with University regulations and requirements, as well as external Professional and Statutory Body requirements.
- Prepare and support a range of key activities, such as new arrivals week and student experience and employability support, programme validations, examinations, and PABs and CPD activities.
- Liaise with partner colleges in the UK and overseas, external examiners, accrediting bodies and other external stakeholders as required.
- Ensure that meetings are appropriately supported and follow-up action is completed.
- 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:

- Manage own workload and that of team.
- Responsible for maintaining own continuous development and supporting that of others.
- Work to deadlines and project plans.
- Proactive and self-motivated.
- 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 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:

- Effective and efficient administrative service.
- Timely delivery of documentation and tasks, with deadlines met.
- Contribution to team ethos and effectiveness.
- Staff Development / progression of team members

(measured by feedback from colleagues, students and key stakeholders both internally and externally)

KEY RELATIONSHIPS (Internal & External):

- Faculty and School 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 partners, collaborators, consultants, examiners, and other external stakeholders
- Students.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Extensive administrative and secretarial experience.
- Working in a supervisory role.
- Working with senior colleagues, often with conflicting demands.
- Meetings administration and note-taking.

Desirable Criteria

- Working in the Higher education sector or similar environment.
- Experience of using online central systems and packages.
- Experience of being a line manager.

SKILLS:

Essential Criteria

- Excellent working knowledge of Microsoft Office.
- Excellent interpersonal skills.
- High level of proficiency in English, both written and oral.
- Able to lead and manage a team and build strong professional relationships, supporting the development of others.
- Ability to communicate effectively at all levels.
- Ability to prioritise and manage own workload and delegate tasks appropriately.
- Ability to plan and manage projects effectively, ensuring that clear objectives are set.
- Ability to work well under pressure.
- Ability to identify possible process improvement or issues to resolve and recommend changes.
- Excellent attention to detail and accuracy.
- Analytical and systematic approach to work.
- Commitment to continuing professional development and desire to develop in the role.

QUALIFICATIONS:

Essential Criteria

- Degree or professional qualification and/or extensive relevant administrative 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.