

## JOB DESCRIPTION

**Job Title:** Student Administrator

**Grade:** SG5

**Department:** Natural Resources Institute

**Responsible to:** NRI Programme Admin Manager

**Responsible for:** N/A

**Key Contacts:** NRI's Lead for Teaching and Learning, Programme and module leaders and students and staff in NRI's taught programmes and master's by Research students.

**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:** Day-to-day office-based support to NRI's teaching and learning programme delivery, administration and student well-being

### KEY ACCOUNTABILITIES:

#### Team Specific:

Teaching and academic support

- Provide professional services support to NRI's teaching provision, including raising and handling purchase requisitions, note-taking, photocopying, mailing, and filing.
- Submission of grades/registers for teaching academics and additional teaching data entry as required.
- Assist with Moodle maintenance and auditing to ensure pages are in-line with Faculty expectations.

Student support and administration

- Support students with module option choices and maintain accurate records of selections.

- Support core student administration including wellbeing, assessment panels, exams, award ceremonies, attendance monitoring, and retention.
- Support students with data-related queries and direct them to appropriate services.
- Support data collection and analysis of student self-assessment forms.
- Assist academic teams with student correspondence and preparation of teaching materials where required.
- Deliver confidential and professional administrative services in line with university protocols.

#### Events, recruitment and engagement

- Coordinate module-related field trip arrangements for staff and students (e.g., coaches, hotels) and manage the procurement side of these bookings.
- Assist with student recruitment events (open days, applicant/taster days, induction, outreach).
- Source student stories and support photography/videography sessions for teaching programme marketing materials where necessary.
- Stock checking and tracking of promotional merchandise and marketing materials.

#### Meetings and committees

- Support relevant meetings including SAPs, PABS, programme committee meetings, student misconduct panels and assessment boards, including room bookings, calendar invites, and minute circulation.

#### Administrative operations

- Provide comprehensive and confidential administrative support in line with required university standards and protocol.
- Prepare and distribute correspondence, reports, and documentation with a high level of accuracy.
- Ensure effective electronic archiving and filing systems are in place and secure.
- Maintain and update teaching notice boards, programme handbooks, and validation documentation.
- Build and maintain strong working relationships with internal and external contacts to support service delivery and impact.

#### **Generic:**

- Develop and maintain internal University relationships across key central professional services including HR, Finance, Student Services, IT.

- Work flexibly, collaboratively, and inclusively to ensure the team meets varying needs according to demand
- Contribute to the development of effective administrative systems that ensure records are created and maintained according to confidentiality and security protocols

### **Managing Self:**

- Maintain a proactive approach to ensuring the needs of teaching programmes and administrative needs of the Institute, both current and future, are met.
- Take opportunities to improve own knowledge of key role holders, administrative systems, and University policies.
- Maintain the quality and professionalism of service delivery and take opportunities to strengthen effective interpersonal skills and ability to work to deadlines.
- Maintain own continuous professional development (CPD).
- Build trust, value others, communicate effectively, focus on delivery to customers, and collaborate with others.
- Maintain a professional presentation of self at all times through effective communications skills, good time management and caring attitude to students. Ability to work effectively and deliver under pressure.
- Be conscious of position within the team, which is the frontline for NRI teaching enquiries, and be prepared to assist and support the team effort as necessary under a variety of circumstances.
- Maintain effective communication skills, both verbal and written, to ensure that effective partnerships are forged and maintained using appropriate communication.

### **Core Requirements:**

- Adhere to 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 NRI delivers the required level of service.

**Freedom of speech and academic freedom:**

In any matter falling under this policy, the university will have particular regard to, and place significant weight on, the importance of freedom of speech within the law, academic freedom and tolerance for controversial views in an educational context or environment. The University's commitments to freedom of speech and academic freedom are set out in the [Freedom of Speech Code of Practice](#). In the event of any conflict between this policy and the Freedom of Speech Code of Practice, the Freedom of Speech Code of Practice will take precedence.

**KEY PERFORMANCE INDICATORS:**

- Delivery of exceptional professional administrative support to both NRI and the Faculty
- Achieve accurate, efficient, and timely data entry for seamless operations and informed decision-making.
- Providing exceptional support for NRI and Faculty events.
- Successfully manage all NRI Student Field Trip bookings

**KEY RELATIONSHIPS (Internal & External):**

- NRI's Teaching Programme Leaders & Head of Teaching & Learning.
- NRI and Faculty of Engineering & Science students.
- Members of NRI academic staff/Professional Services colleagues.
- Faculty Executive, other administrative and support staff, academics, and researchers. Professional Services staff in other University Offices and FES professional services staff.
- Staff in Central offices and Directorates across the University, including Student Administration, Recruitment and Admissions, Timetabling, Student Records, and Catering.
- External partners, collaborators, consultants, examiners, and other external stakeholders.

## PERSON SPECIFICATION

### EXPERIENCE:

#### Essential Criteria

- Experience of student office administration and using office systems in a busy office environment.
- Experience in teaching administration and maintaining records in accordance with GDPS standards.
- Experience in working under pressure.
- Experience of liaison with students, staff and a wide range of stake holders both within and outside of core university staff.

#### Desirable Criteria

- Experience of Higher Education Systems.
- Working in Higher Education or a similar environment.

### SKILLS:

#### Essential Criteria

- Excellent organisational skills
- Ability to multitask and manage competing priorities to agreed deadlines and prioritise workloads with minimal supervision
- Ability to work effectively and as part of a team
- Excellent interpersonal and communication skills
- Ability to pay close attention to detail
- Tactful, diplomatic and discrete
- High standard of written and spoken English

#### Desirable Criteria

- Strong knowledge of Microsoft office

### QUALIFICATIONS:

#### Essential Criteria

- Excellent standard of general education
- A2-level or BTECH level education or equivalent
- Minimum A-C in GCSE Maths and English
- Or considerable proven experience

#### Desirable Criteria

- Other Higher/Further Education 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.