

JOB DESCRIPTION

Job Title: Admissions Digital Transformation (ADT) Manager

Grade: SG7

Department: Outreach, Recruitment and Admissions (ORA)

Responsible to: Head of Admissions Digital Transformation (ADT)

Key Contacts: Wider ADT Project team and key stakeholders across the organisations such as SME's and Faculty representatives.

Standard Occupational Classification (SoC code): <<Please Insert>>

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

As a vital member of the Business Change workstream on the ADT project, the ADT Manager will provide high quality testing of the system and training to staff, agents and partners in scope of the ADT (Admissions Digital Transformation) Programme across MER, faculties, and externally through face to face and online activities. Typically, training includes tutorials, workshops, and bespoke training sessions; as well as the development of resources to support staff to gain digital and information literacy skills. The role will train on both process and systems and will also support the shaping of new processes delivered as part of the ADT project.

KEY ACCOUNTABILITIES

Team Specific:

- Carry out learning needs assessments for staff in scope of ADT to ensure that materials and sessions are tailored to the specific needs of each team member
- Create and deliver training sessions, workshops, one to ones and tutorials on both process and technical elements of ADT
- Create bespoke training materials including guides and online tools (including how to videos) to support training
- Support delivery of User Acceptance testing by leading UAT sessions
- Contribute to process design sessions where needed
- Support the Head of Admissions Digital Transformation in the delivery of communication and change plans
- Build effective working relationships and be a champion for change across the organisation

- Provide ad hoc support and contribute to the delivery of key project deliverables
- To assist more widely, as required, in the operational management of Directorate and University strategies and activities to improve and deliver student recruitment and admissions
- To participate in Open Days and other university events as required, including supervising staff.

Generic:

- To keep up-to-date with current professional learning, teaching and information technology developments in order to improve and enhance the user experience.
- To establish and maintain professional working relationships with colleagues within the University at all levels and with external organisations and individuals.
- To use judgement and initiative to resolve common and infrequent problems that may arise.
- Promote and enhance the department and organisation reputation.
- To support and provide cover for colleagues within the Directorate of Marketing and External Relations, and the Student Recruitment, International and Admissions teams

Managing Self:

- To be a responsive and supportive member of the ADT Programme team
- To recognise and celebrate successes of team members and colleagues.
- To understand and promote the need to be able to respond to agents, partners and staff in a calm and always understanding manner.
- Display logical thinking with creative problem-solving ability.
- Provide attention to detail.

Core Requirements:

- Adhere to the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety, Data Protection and Equality Legislation.
- Adhere to the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, reflecting 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 the directorate and the ADT delivers the required level of service.

Freedom of speech and academic freedom:

In any matter falling under this job description, 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 job description and the Freedom of Speech Code of Practice, the Freedom of Speech Code of Practice will take precedence.

KEY PERFORMANCE INDICATORS:

- To produce high quality work delivered to the agreed timescales.
- Delivery of required features
- Minimal service level disruption
- Realisation of ADT projects identified benefits
- System compliance and functionality with all external and internal admissions systems and regulations

KEY RELATIONSHIPS (Internal & External):

- University senior management and key University Groups and Committees as required.
- University staff within Faculties and Directorates
- Partner, Network and Collaborative Centre staff
- Colleagues across the sector in related fields
- Relevant sector networks such as UCAS
- Suppliers of services and goods
- Other key stakeholders involved in the Business change
- The ADT project team, wider stakeholders of the ADT project including the ADT steering group

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Demonstrable experience of the UK admissions system (including UCAS) and the principles and processes of student admissions
- Demonstrable experience of delivering process and technical training in a Higher Education Institution
- Demonstrable experience of delivering training in a variety of formats: lectures, workshops, seminars, 1-2-1
- Experience of delivering support through IT- webinars, Live chat, Lecture capture, etc.
- Experience of developing training material using a variety of methods and presenting that material face to face and online
- Effective, supportive, and committed team player, able to build positive working relationships
- Empathetic, caring and kind. people-focused with demonstrable evidence of delivering excellent service to stakeholders

Desirable Criteria

- Familiarity with relevant Higher Education policy
- Experience performing business analysis.

SKILLS:

Essential Criteria

- Ability to build good relationships at all levels across stakeholder groups to enable smooth delivery of change.
- Strong leadership, as will need the ability to direct resources that are more senior than this position to enable 'change'.
- Effective organisation and interpersonal skills, including exceptional communication and presentation skills.
- Ability to gather facts as inputs to analyse situations that lead to making sound decisions.
- Ability to identify and anticipate risks.

Desirable Criteria

- Expert in change management techniques.

QUALIFICATIONS:**Essential Criteria**

- Educated to degree level or holds a professional qualification.

Desirable Criteria

- Change Management Accreditation (e.g.PROSCI).
- Project Management Accreditation.

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