

JOB DESCRIPTION

Job Title: Senior Doctoral College Programmes Officer

Grade: SG6

Department: Greenwich Doctoral College

Responsible to: Doctoral College Programmes Manager

Responsible for: N/A

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

The Senior Doctoral College Programmes Officer is responsible for the operational delivery of Doctoral Services from registration through to thesis submission. This includes a range of quality assurance, compliance and administrative activities for research degree programmes including those associated with PULSE. The role is concerned with ensuring these are being implemented and applied in accordance with established frameworks and contribute to the provision of an optimal environment for postgraduate researchers.

Contributing to the development and continuous review of established frameworks for postgraduate research programmes and doctoral services.

Contributing to the effective management and maintenance of postgraduate research records relating to progression, engagement and programme/status changes to ensure accurate reporting to statutory bodies (e.g. HESA).

Responsible for the provision of professional, pro-active customer-orientated services in the relevant areas of responsibility, ensuring continuity of services and that the postgraduate research community receive a high standard of information, advice, guidance and support.

This role is Medway based.

KEY ACCOUNTABILITIES

Team Specific:

- Responsible for the operational delivery of Doctoral Services and administration from registration to thesis submission to a high standard, ensuring a professional, positive, student-centric and customer-focused experience.
- Assist the Doctoral College Programmes Manager with monitoring the effectiveness of these services and providing upward communication where issues or potential improvements to services are identified.
- Ensure the effective and timely (non-technical) everyday delivery of PGR services supporting PGRs to this end through PULSE
- Responsible for the efficient management of enquiries in relation to postgraduate research records, progression, engagement, programme/status changes and research degrees forms/requests to ensure postgraduate researchers, staff and external stakeholders are provided with timely, current and accurate information in accordance with established frameworks.
- Assist with the implementation and dissemination of established frameworks including research degree regulations, policies and procedures within the doctoral college and the wider university, as they relate to the areas of registration, engagement, progression, student records and programme/student status changes, in collaboration with the Doctoral College Programmes Manager.
- Responsible for the identification and resolution of complex queries or anomalies that may arise within the relevant areas of the postgraduate researcher journey and escalate to the Doctoral College Programmes Manager, where necessary.
- Monitor the registration status and progress of Postgraduate Research Students, identifying progress concerns, failure to meet academic milestones and procedural/regulatory irregularities, in collaboration with the Doctoral College Programmes Manager.
- Assist with the quality assurance of all research degree forms/requests submitted for approval and identifying any progress issues and/or regulatory anomalies contained within the forms, escalating to the Doctoral College Programmes Manager, where appropriate.
- Provide information, advice and guidance to internal and external stakeholders on relevant university regulations, policies and procedures.
- Provide upward communication to the Doctoral College Programmes Manager in relation to supervisor and postgraduate researcher training and development needs identified through the relevant areas of work.
- Maintain accurate records and data within the university's student records systems (e.g. PULSE, Banner) in relation to postgraduate

researchers and their progression, programme/status changes and supervision, ensuring all data is managed in accordance with Data Protection requirements and the university Information and Records Management Policy.

- Develop and produce information, statistics and reports relating to registrations, engagement, progression, programme/status changes supervision, as required by the Doctoral College Programmes Manager and senior management staff within the Doctoral College, to support the work of the college and committees/boards within the university.

Generic:

- Actively take part in Doctoral College meetings, process reviews and projects.
- To provide support/cover when other members of the team are absent or on leave.

Managing Self:

- Proactively maintain personal and professional development and participate in appropriate training to meet the changing demands of the role and ensure compliance with mandatory requirements.
- Demonstrate the University's values of being inclusive, collaborative and impactful.

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:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

A willingness to travel to or for work from any of the university's sites, as necessary.

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 Greenwich Doctoral College 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:

- These will be set and agreed with the line manager following appointment.

KEY RELATIONSHIPS (Internal & External):

- Members of the Doctoral College Examinations Team
- Faculty Heads of PGR
- School PGR Leads
- Postgraduate Research Programme Leaders
- Chairs and members of the Faculty Research Degrees Committees
- Faculty Research support staff
- Postgraduate researchers
- Supervisors
- Colleagues in Professional Services (e.g. Student & Academic Services, Finance)

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Extensive experience of administrative work in a busy office environment, preferably in the area of postgraduate research in UK HE.
- Experience of quality assurance processes, preferably within an education setting.
- Experience of working as part of a team and of assuming additional responsibilities beyond those attached to day-to-day roles.
- Experience of managing a busy workload and achieving objectives and targets successfully, and of reporting on these.
- Demonstrable experience of the ability to maintain accurate and up to date records.
- Experience of working with university regulations and procedures.
- Experience of making decisions within the context of established frameworks.
- Experience of the University's student records database.

Desirable Criteria

- Experience of postgraduate research administration.

SKILLS:

Essential Criteria

- Excellent IT Skills
- Proficient in the use of Microsoft Word and Excel
- Ability to administer data systems and present high-quality data
- Excellent organisational skills and time management
- Highly numerate and literate
- Excellent interpersonal and communication skills (written/oral) and a customer focused approach
- An ability to work with colleagues at different levels, and provide effective procedural advice and guidance others
- Ability to take initiatives in solving day to day issues or problems and to present and recommend solutions to other colleagues
- Able to prioritise, organise and deliver a complex and changing workload under pressure, without constant supervision and to tight deadlines
- Able to take a methodical approach with keen attention to detail
- Able to work both individually and as part of a team

Desirable Criteria

- N/A

QUALIFICATIONS:**Essential Criteria**

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

Desirable Criteria

- Evidence of relevant continuing professional development.

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