

JOB DESCRIPTION

Job Title: Education Officer

Grade: SG5

Department: Faculty of Engineering and Science, FES Professional Services

Responsible to: Senior Education Officer

Responsible for: N/A

Key Contacts: Programme Leaders, Module Leaders, Academic Staff, Faculty Administrative and Technical Staff, Central Professional Services Colleagues (Admissions, Student Services, Timetabling, etc.) External Examiners, External Partners.

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 of administrative support for the day-to-day operations of academic programmes, ensuring an efficient and effective service to students from enrolment through to completion. This includes supporting programme leaders and academic staff in delivering a high-quality student experience.

KEY ACCOUNTABILITIES

Team Specific:

- Work as part of the Faculty Education Administration Team to provide effective programme support and student-facing services.
- Maintain professional relationships with academic staff, professional services colleagues, Student Advisors and students.
- Be the first point of contact for students and staff regarding queries related to programmes, modules, assessments, and other academic operations.
- Provide support to Programme and module leads delivering a smooth programme experience.

Generic:

- Deliver a high-quality, confidential administrative service, aligned to University standards and service expectations.

- Support the day-to-day administration of academic programmes, supporting all operational stages from induction to completion.
- Assist in preparation of programme-related materials such as induction schedules, handbooks, and timetables.
- Support programme-level meetings including programme boards, assessment panels, and student representative forums—preparing agendas, servicing meetings, and taking follow-up action.
- Liaise with central services (Admissions, Student Records, Timetabling, Exams, etc.) on behalf of the programme.
- Conduct regular audits and maintenance of Moodle pages to ensure information is accurate, accessible, and in line with accessibility requirements.
- Administer all module-related processes including set-up, assignment submissions, mark entry, moderation paperwork, and results processing.
- Enter and maintain Faculty/School queries via the Student Lifecycle Management system, and work collaboratively with Faculty Student Advisors (FSAs) to coordinate timely and accurate responses
- Liaise with Timetabling Officers and academic leads to ensure accurate scheduling of modules, assessments, and teaching activity; flag and resolve clashes or rooming issues.
- Undertake Right to Work checks as required.
- Provide accurate record-keeping and data handling in line with GDPR and University information policies.
- Act as part of the wider Faculty administration team, supporting peak workloads, key institutional events such as Graduation, Clearing and leave cover.

Managing Self:

- Manage own workload effectively, demonstrating initiative and the ability to work under pressure during peak periods.
- Maintain confidentiality and handle sensitive issues appropriately.
- Engage in continuous professional development to enhance knowledge and skills relevant to the role.

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.

- First Aid at Work certification
- DSE (Display Screen Equipment) Assessor duties
- Mental Health First Aider responsibilities
- Fire Warden training and responsibilities

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 FES Professional Services 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:

- Effective administrative support contributing to a positive student experience.
- Timely and accurate production and delivery of work.
- Positive feedback from students, staff, and external stakeholders.
- Contribution to the team ethos and effectiveness.

KEY RELATIONSHIPS (Internal & External):

- Programme Leaders, Module Leaders, Academic Staff, Faculty Student Advisors
- Faculty Administrative and Technical Staff
- Central Support teams (Admissions, Student Services, Timetabling, etc.)
- Students and Applicants.
- External Examiners and Partners.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Proven administrative experience in a busy office environment.
- Experience of planning and prioritising to meet deadlines.
- Experience with timetabling processes and systems, including collaboration with academic leads and central timetabling teams.
- Experience in managing virtual learning environments, such as Moodle, including content auditing and maintenance.

Desirable Criteria

- Experience in student administration or similar roles within an educational setting.

SKILLS:

Essential Criteria

- High level of accuracy, attention to detail, and strong organisational skills.
- Excellent interpersonal and communication skills—verbal and written.
- Able to prioritise tasks and meet deadlines in a busy, dynamic environment.
- Strong IT skills, particularly MS Office (Word, Excel, Outlook, Teams).
- Ability to work both independently and as part of a collaborative team.
- Calm and professional under pressure; diplomatic and discreet when dealing with sensitive issues.

Desirable Criteria

- Knowledge of Higher Education policies, systems, and terminology.
- Experience using systems such as Banner, SITS, or equivalent student records platforms.

QUALIFICATIONS:

Essential Criteria

- Educated to A-Level (Level 3) or equivalent vocational qualification (e.g. BTEC National Diploma), or equivalent work experience
- Demonstrable commitment to continuing professional development relevant to the role.

Desirable Criteria

- n/a

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