# JOB DESCRIPTION

| Job Title: | Faculty Senior Officer (Partnerships International) | Grade: | SG6 |
|---|---|---|---|
| Faculty: | Faculty of Architecture, Computing & Humanities | Date of Job Evaluation: | November 2017 |
| Role reports to: | Faculty Administration Manager (Partnerships International) | | |
| Direct Reports | None | | |
| Indirect Reports: | New/Temporary Partnerships International Officers (Training) | | |
| Other Key contacts: | Faculty Administration Manager (Partnerships International), Faculty Director of Partnerships International, AQU, Department Administrators, International Office | | |

## PURPOSE OF ROLE:

Working under the direction of Faculty Administration Manager (Partnerships International) and the Faculty Director of Partnerships International, to undertake a range of administrative and operational management duties in support of the Overseas Collaborative provision within the Faculty of Architecture, Computing & Humanities (FACH).

The role holder will also need to work proactively to develop successful working relationships with administrators and academic staff within the Faculty, the University, and in the Partner Institutions.

As well as providing strong administrative support, the main responsibility of the role holder is to facilitate strong and productive relationships between Faculty and Partner Academic Staff, between University and Partner administration. This covers specifics such as administering programme delivery between the FACH departments and the collaborative partners, the dissemination of learning materials, coursework and exams, assisting with the coordination and recording of SAPs and PABs, Managing the Collaborations Website; including authoring and editing content, developing new systems.

## KEY ACCOUNTABILITIES:

**Team Specific:**

- Direct contact for several overseas collaborative partners, working as part of a team to deliver services in support of the partnerships and running of programmes, specifically:

- Assist with the academic and business administration of overseas collaborative partners and their programmes

- Assist with the travel arrangements and other logistics for international activity, including Quality Assurance visits

- Provide administrative support to departments, the Faculty Director of Partnerships International, and on behalf of AQU, including the servicing of meetings both in the UK and overseas.

- Act as liaison with International Office and other Faculty International Partnerships offices in regard to these collaborative partners.

- Assist with organising the collection, dissemination and archiving of materials and ensure these match the approved university specifications.

- Assist with the distribution of assessments to partners, marking of assessments by collaborative partners, arrangements for the collection/entering grades, providing access to samples for the oversight and moderation by Faculty Academic Staff and External Examiners.

- Assist with the organisation of the SAPs, and (in consultation with AQU) the PABs for international partners.  This includes finalisation of data, preparation and dissemination of reports, liaising with partners, and minuting as appropriate.

- Work collaboratively within the team to devise and implement administrative systems ensuring that effective, records, archiving and filing systems and processes are maintained.

- Prepare guidance and training documentation and materials ensuring a high level of accuracy.

- Provide support to a range of functional areas, liaising with administrative and academic colleagues at all levels as required.

- Liaise with internal and external stakeholders as required within the remit of the role to develop successful working relationships with administrators and academic staff both within the Faculty, the University and in the Partner Institutions. This may include in country support for partners to provide guidance on University processes.

- Work flexibly, providing cover and collaborative support to other colleagues in the team to meet demand.

**Generic:**

- Manage archiving, communication and recording of key data, reports, registers and documents to ensure appropriate information and documentation is available to key stakeholders.

- Assist in the approval and review processes for the Faculty's partnership provision, liaising as necessary with University, Faculty and partner institution staff.

- To strategize and implement projects and solutions to issues as agreed with the Line Manager and other key contacts.

- To undertake other administrative tasks as required by the Faculty Administration Manager (Partnerships International) and the Faculty Director of Partnerships International

## Managing Self

- Act as the first point of contact for staff at collaborative institutions, responding to emails, dealing with telephone enquiries and liaising with staff within the University on their behalf.

- Manage a stream of scheduled tasks to keep in line with annual calendars, whilst also adapting to work reactively to meet the demands of a sometimes pressured highly variable role.

- Administer assessment processes associated with students' projects, coursework assignments and examinations.

- Manage the content and development of the Collaborations Website; authoring and editing content where required and devise projects to develop new systems.

## Core Requirements

- Adhere to and promote the University's Equality, Diversity policies and Information Security

- Ensure compliance with Health & Safety regulations

- 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.

## Additional Requirements:

- May be expected to work additionally outside of normal working hours at certain peak times during the year, for example, leading up to and during the two assessment periods for collaborative programmes.

- Flexibility with respect to annual holiday patterns, mainly dependent on peak workloads within the Collaborations office.

**KEY PERFORMANCE INDICATORS:**

The post has a broad scope, maintaining oversight of all administrative procedures relating to admissions, registration, assessment and conferment, therefore the post holder must be extremely organised and able to work on his/her own initiative.

Although the post will be supervised by the Faculty Administration Manager (Partnerships International), the successful candidate will be expected to assume full responsibility for a range of tasks and to work independently within a specified remit.

Key performance indicators include:

- Respond to partners within agreed service delivery deadline.

- Ensuring that all new students are registered within 4 weeks of commencing study.

- Ensuring that the Collaborations Website information and documentation is accurate and updated regularly.

- Ensuring that course data for continuing students is collated and recorded by a set deadline each semester.

- Working with the Faculty Administration Manager (Partnerships International), other Administrative Officers (PI), Academic Staff, and Academic Quality Unit to ensure that all grades and reports are available for presentation to scheduled SAPs and PABs.

- Working with the Conferments Office to ensure that all certificates and transcripts are dispatched on centres in a timely manner.

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

- Faculty Administration Manager (Partnerships International)
- Faculty Director of Partnerships International
- Director of Learning and Quality
- Heads of Department
- Programme Leaders
- Student Records
- Web Services
- Conferments Office
- Finance Officers
- Collaboration Partners
- International Office
- Other Faculty Collaborations Officers
- Collaborative Partner Staff
- NCC Education Staff
- Collaborative Students

# PERSON SPECIFICATION

| Essential | Desirable |
|---|---|

**Essential**

## Experience

- Relevant administrative experience, preferably gained in a HE environment.
- Experience of minute taking and/or report writing.
- Ability to work cooperatively in a small team.
- Experience of providing a high quality service to customers or clients.
- Awareness of Data Protection and Freedom of Information legislation.
- Keeping detailed and accurate records.

## Skills

- Excellent written and verbal communication skills using a variety of media.
- Excellent interpersonal skills.
- Sound IT skills including proficiency in the use of MS Excel, Word, Access and Outlook.
- Ability to work to a high standard with minimal supervision.
- Organised and methodical in approach to day-to-day tasks.
- Ability to work under pressure.
- Confident in communicating with staff at all levels and with students from a diverse range of cultures and backgrounds.
- Commitment to continuing professional development and desire to develop in the role.
- Ability to organise own work and prioritise workload with minimal supervision.
- Ability to identify and meet deadlines.
- High degree of accuracy and the ability to pay close attention to detail.
- Able to work well in a team.
- Adaptable to different types of work and workloads.
- Ability to work effectively under pressure.
- Professional and ethical approach.

**Desirable**

## Experience

- Experience of maintaining records and implementing systems/procedures.
- Experience of advising students or staff on the basis of University regulations.
- Knowledge of the Banner MIS or experience of using a similar student record system.
- Knowledge of assessment processes in Higher Education.
- Experience of University admissions procedures and the assessment of entry qualifications.

## Skills

- Knowledge of web page editing, i.e. modifying existing pages, adding links and creating new web pages.
- Knowledge of database editing, i.e. modifying existing database records, adding records and creating new tables and queries.

**Qualifications**

- Educated to A level or equivalent or significant work experience in a similar environment

**Personal attributes**

We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity

**Qualifications**

- A first degree or equivalent