

University of Greenwich

JOB DESCRIPTION

Job Title:	Standards and Partnerships Officer	Grade:	SG5
Department:	Business	Date of Job Evaluation:	
Role reports to:	Director of Learning and Teaching		
Direct Reports	None		
Indirect Reports:			
Other Key contacts:	Faculty Partners and Systems Manager, Senior Standards and Planning Officer, Quality Assurance Officer, Director of Partnerships and International		
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 Standards and Partnerships Officer will proactively support the Business Faculty's relationships with its Partner Institutions. The Standards and Partnerships Officer will also need to work proactively to develop successful working relationships with: administrators and academic staff both within the Faculty and University and in the Partner Institutions.

The main responsibility of the Standards and Partnerships Officer is to facilitate strong and productive relationships between Faculty and Partner Academic Staff, between University and Partner administration and providing for robust support and External Examiner oversight. The main responsibility covers specifics such as managing: the dissemination of learning materials, coursework and examination instructions and the marking and moderation of student work. In addition, the Standards and Partnerships Officer will need to act proactively both in general attitude and by being responsible for designing and implementing particular projects and solutions.

KEY ACCOUNTABILITIES:

Team Specific:

Assist with organising the annual collection, dissemination and archiving of Programme and Course materials and ensure these match the approved university specifications

Assist with the distribution of assessment tasks to partners and the collection of grades, moderation forms, and marked samples from partners for the oversight and moderation by Faculty Academic Staff and Course External Examiners

Support the collection, storage and dissemination of annual monitoring documents: Programme and Course Monitoring Reports and Link Tutor Reports. This will involve the

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provision to Faculty staff (including link tutors), and partner staff appropriate statistical data to aid their preparation of summary reports

Help with the organisation of the exam boards: SAPs, PBTs and PABs, including finalisation of data, preparation and dissemination of reports, liaising with partners, and minuting as appropriate

Generic:

Manage archiving, communication and recording of key data, reports, registers and documents. Maintain and develop appropriate areas on the Faculty database (currently SharePoint), the VLE (currently Moodle) to ensure appropriate information is available to key stakeholders

To design and implement particular projects and solutions as agreed with the Faculty Partners and Systems Manager and Line Manager

To undertake any other administrative tasks as required by the Faculty Partners and Systems and Line Manager

Managing Self

Can adapt to the demands of a sometimes pressured highly variable role

Can work accurately under pressure to meet deadlines

Able to form close, facilitative customer relationships

Core Requirements

The post-holder must be able to work as part of a team to ensure that the wider administrative tasks within the Business Faculty are achieved. A commitment to the proactive development and maintenance of a quality customer care service is also essential.

This post also offers the opportunity for an individual to take the initiative in developing systems and procedures to meet the needs of the Business Faculty. The ability to work under pressure to meet deadlines, develop and create robust systems in order to effectively ensure quality within the Business School are essential attributes for this role. Willingness to travel would be an advantage.

Willing to work 'outside' normal hours and to travel as required including overseas.

- Adhere to and promote the University's Equality and 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.

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<p>Additional Requirements:</p>
<p>KEY PERFORMANCE INDICATORS: % of fully registered collaborative student, complete student profiles for exam board, moderation samples provided to staff on time, responses to collaborative partners within two days.</p>
<p>KEY RELATIONSHIPS (Internal & External):</p> <p>Faculty Partners and Systems Manager, Director of Learning and Teaching, Director of Partnerships and International, Programme Co-ordinators, Heads of Department, Banner Team, Finance Team, Collaboration Partners</p>

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Experience in providing admin support, preferably in the Higher Education sector • Experience in building and maintaining relationships with international partners • Experience with using various IT systems, preferably: Moodle, SharePoint, Electronic Admission Systems. • Experience of designing and implementing projects and solutions • Experience in adapting to the demands of a pressured highly variable role and working accurately under pressure to meet deadlines <p>Skills</p> <ul style="list-style-type: none"> • High level of skill in the use and development of Microsoft Office products particularly Outlook and Excel • Highly developed social skills to form close, facilitative customer relationships • Effective communication skills by telephone, email, document and face to face • Good team working skills to work 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of maintaining records and implementing systems/procedures <p>Skills</p> <ul style="list-style-type: none"> • Skill in working with varied levels of staff within a complex organisation • Ability to design databases

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<p>effectively as part of a team and to cover areas of the work of the office</p> <p>Qualifications</p> <ul style="list-style-type: none">• Educated to A' level or equivalent <p>Personal attributes</p> <ul style="list-style-type: none">• We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity	<p>Qualifications</p> <ul style="list-style-type: none">• Degree or equivalent <p>Personal attributes</p> <ul style="list-style-type: none">• N/A
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