

University of Greenwich

JOB DESCRIPTION

Job Title:	Postgraduate Administrator (Taught) – Part time	Grade:	SG5
Department:	Pharmacy	Date of Job Evaluation:	30/07/2018
Role reports to:	School Administrative Manager		
Direct Reports	Taught Postgraduate Administration and Data Information Officer		
Indirect Reports:			
Other Key contacts:	Director of Postgraduate Studies (Taught)		
Scope <p>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. Although the post-holder is defined as the administration assistant for the outlined areas, it is intended that the post-holder will work as part of a team and gain knowledge of other key areas.</p>			

PURPOSE OF ROLE:

- To work with the Taught Postgraduate Administration and Data Information Office to provide administrative support to the school's Skills students (MURs, Dermatology and Urgent Care) and Preparing for Prescribing students.
- To act as a student support officer for all postgraduate taught students assisting with application and registration processes to ensure that all students' registration status is correct at both the University of Kent and the University of Greenwich and that accurate student cards have been issued.
- Assist the postgraduate teaching team with accurate internal record-keeping for all postgraduate students; filing, storing and recording information.
- Under the direction of the Taught Postgraduate Administration and Data Information Officer liaise with the teaching team and the Primary Adminstrating University to ensure the effective delivery of the Skills courses and the Preparing for Prescribing programmes
- To be a key point of contact for prospective and existing Skills course students and Preparing for Prescribing postgraduate students in need of information and advice.

KEY ACCOUNTABILITIES:

The position requires a commitment to teamwork, a high-level of spoken and written communications (internal and external), accuracy and attention to detail. Good problem-solving skills, initiative and a proven ability to prioritise and manage a varied workload are all essential to this role.

Main Activities and Duties

General:

- Act as first point of contact for all Skills (MURs, Dermatology and Urgent Care) and Preparing for Prescribing students
- Answer telephone and email queries and send information packs and application forms where necessary
- Ensure all postgraduate students register with the university in a timely fashion
- Ensure all postgraduate students have accurate student cards from both universities
- Keep accurate monthly records of Skills and Preparing for Prescribing transactions
- Online mark entry for Skills and Preparing for Prescribing students
- To provide Skills data to University of Greenwich admissions on a monthly basis.
- To provide Skills data to University of Greenwich student records team on a monthly basis.
- Provide administrative support and instructions for the Virtual Learning Environment (VLE) "Moodle".
- Ensure students are aware of Medway School of Pharmacy Postgraduate Academic Regulations.
- Ensure students are aware of University of Greenwich procedures for extenuating circumstances and provide advice where necessary

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- Answer Skills website and certificate queries and liaise with external Skills portal provider
- To assist in archiving old postgraduate student files

Strategic

- Work under the direction of the Taught Postgraduate Administration and Data Information Officer to maintain accurate internal student records allowing quick and effective student reporting.
- Work in conjunction with the Taught Postgraduate Administration and Data Information Officer to ensure that appropriate information is easily available to prospective students including application procedures.
- Work with the Taught Postgraduate Administration and Data Information Officer to ensure archiving is up to date and to ensure compliance with data protection legislation

Self-Management

- Maintain an enquiring approach to Pharmacy news and developments.
- Sustain a proactive attitude to ensure administrative needs of Skills courses and Preparing for Prescribing are met and that any changes in the programmes are appropriately systematised.
- Acquire and maintain connections with people and knowledge of the systems in the School, in the University of Kent, and the University of Greenwich.

Support for teaching, supervision and administration

- Work under the direction of the Taught Postgraduate Administration and Data Information Officer to maintain accurate electronic student filing systems to store important student communication records.
- Work with the Taught Postgraduate Administration and Data Information Officer to use clear and effective means of communication with staff and students, i.e. library of standard email responses, email distribution lists, web pages, Moodle forums, etc.
- Work independently to coordinate the provision of awards certificates for Skills for MURs students
- Work independently to answer Skills queries and coordinate troubleshooting with web developer

Student records

- Liaise with Admissions and Student Records to ensure efficient and prompt registration of all postgraduate students. Ensure that each student benefits from being registered with both universities and disseminate information guiding students accordingly.
- Record internally changes in students' circumstances and ensure changes are recorded by the Primary Administering University (PAU).
- Be aware of the implications of the Freedom of Information Act and GDPR on the processing of student and staff data.
- Liaise with University of Kent and University of Greenwich administration on specific aspects of students' circumstances.

Student finance

- Maintain monthly Skills financial records
- Maintain monthly Preparing for Prescribing financial records

General Support

- Administrative support for the Taught Postgraduate Administration and Data Information Officer
- Provide a high standard of student support at all times.
- Provide support to students, staff and others in the absence of the Taught Postgraduate Administration and Data Information Officer.
- Undertake any other administrative activities required to contribute towards the effective running of the School.

Communication and Liaison

- Liaise with the postgraduate team and the Primary Administering University in order to ensure students can access all aspects of their programmes of study. (Moodle, learning resources, library access, etc.)
- Build and maintain strong relationships within the school
- Work with the Taught Postgraduate Administration and Data Information Officer to maintain relationships with both universities in order ensure all processes (admissions, records, exam boards, extenuations, interruptions) are followed
- Liaise with students regarding any extenuating circumstances / interruptions that may arise.

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Teamwork, Teaching and Learning Support

- Provide information, support and technical assistance with student record keeping, distribution lists, Moodle, etc.
- Support other members of the team and provide assistance and guidance to staff and students where appropriate.
- Have an awareness of the academic life cycle within the school and the universities in order to inform work patterns.

There may be occasions when the post holders' role and skills may be required elsewhere at school level, so flexibility will be essential.

Core Requirements

- Adhere to and promote the University's Equality and Diversity policies.
- Ensure compliance with Health & Safety regulations.
- Support and promote the University's Sustainability policies, including 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:

- To understand the university and schools administration cycle. Be aware of all functions within the school.
- To support the Taught Postgraduate Administration and Data Information Officer as necessary.
- To undertake other duties as may be reasonably required.

KEY PERFORMANCE INDICATORS:

Effectively maintain up-to-date internal records and filing.
Ability to plan and to complete set tasks to agreed timescales
Maintain archiving systems according to data protection legislation

KEY RELATIONSHIPS (Internal & External):

Internal

Taught Postgraduate Administration and Data Information Officer
Director of Graduate Studies (Taught)
Postgraduate teaching team
Head of School
Director of Learning and Teaching
Current students
Colleagues in school administration
Other academic staff at Medway School of Pharmacy
Faculty
University of Kent and University of Greenwich Admissions, Registration and Student Records teams.

External

OC Products (Skills for MURs)

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PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Experience of administration in a large, complex organisation. • Experience of prioritising, setting goals and working under pressure. • Experience of using and maintaining automated spreadsheets • Experience of servicing meetings and taking accurate notes. <p>Skills</p> <ul style="list-style-type: none"> • Excellent IT skills, in particular MS Office (Excel, Word, and Outlook). • Excellent organisational skills, with the ability to prioritise, organise and manage a varied workload. • Ability to work flexibly as required to deliver completed tasks on time. • Ability to collaborate and engage effectively with a wide range of colleagues. • A high standard of written and spoken English. <p>Personal Qualities</p> <ul style="list-style-type: none"> • Ability to work as part of a team and on solo tasks • Good interpersonal and oral communication skills • Ability to take the initiative and problem solve <p>Qualifications</p> <ul style="list-style-type: none"> • Educated to Degree level or equivalent experience. 	<p>Experience</p> <ul style="list-style-type: none"> • Administration experience in a Higher Education Institution • Experience of liaising with students <p>Skills</p> <ul style="list-style-type: none"> • Ability to multi-task under pressure • Ability to develop and produce reports from computerised record systems <p>Personal Qualities</p> <ul style="list-style-type: none"> • Calm and productive under pressure. • Good decision-making skills

Signature(s)

Date of issue.....