

JOB DESCRIPTION

Job Title:	Data Information and Quality Manager (Full time and open ended)	Grade:	SG6
Department:	Pharmacy	Date of Job Evaluation:	
Role reports to:	School Administration Manager		
Direct Reports	None		
Indirect Reports:	Director of Undergraduate Education Academic Lead for Undergraduate Assessments and Examinations		
Other Key contacts:	Head of School Undergraduate Programme Leads Director of Student Experience Director of Undergraduate Recruitment Senior Tutor		
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 develop and maintain administrative information systems and provide statistical information to assist senior colleagues within the school in ensuring the school delivers high quality services in all areas of its business.

KEY ACCOUNTABILITIES:

Examinations and Assessments

- Work under the direction of the Director of Undergraduate Education and Academic Lead for Undergraduate Assessments and Examinations in a supporting capacity, advise on and implement university quality assurance policy.
- Work under the direction of the Director of Undergraduate Education and Academic Lead for Undergraduate Assessments and Examinations in a supporting capacity to the schools' examination and assessment procedures.
- To assist the Director of Undergraduate Education and Academic Lead for Undergraduate Assessments and Examinations with the co-ordination of the assessment process within the School to ensure the effective functioning and timing of examinations, including scheduling activities in conjunction with the external examiners under the direction of the Primary Administering University (PAU).
- To be responsible for all examination and assessment results including computerised information systems from original marked papers. To report any discrepancies and produce results sheets and summary statistics for each cohort.
- To be responsible for the co-ordination and preparation of all examination and interim assessment scripts, papers and answer sheets, under the supervision of the School Administration Manager, Director of Undergraduate Education and Academic Lead for Undergraduate Assessments and Examinations.
- To work with the School Administration Manager to co-ordinate additional support from colleagues for the inputting of all examination and assessment mark data, as well as all data gathering and extraction from university and school database management systems.
- Work with the Director of Undergraduate Education and Academic Lead for Undergraduate Assessments and Examinations in setting the Undergraduate Progression and Award Board (PAB) and associated pre-meetings, communicating dates to colleagues and external examiners.
- Work with colleagues in collating undergraduate attendance information, to ensure records are

correct ahead of the PAB.

- To be responsible for the preparation of all examination and assessment reports in preparation for the PAB and related meetings.
- Work with the Director of Undergraduate Education and Undergraduate Programme Leads in monitoring undergraduate external examiner tenures and facilitating the paperwork associated with the appointment of new undergraduate external examiners.
- Work with the School Administration Manager and MPharm Programme Lead in preparing annual reports and pass lists for the General Pharmaceutical Council (GPhC).
- To be aware of developments within the university as well as sector best practice, and to take responsibility for the continued development implementation of on-going internal quality assurance process and procedures.

Quality Assurance

- To manage the QA policy and procedure for the collation of assessment and examination marks. Ensuring the processes are regularly evaluated
- To take the lead role in reporting and analysis for the school. This will include annual university and external governing body returns, as well as school related statistical overviews.
- To ensure the application and monitoring of university policies, including the co-ordination of academic validation/accreditation/review of programmes.
- To co-ordinate, the information required in connection with academic appeals and complaints, the investigation of suspected plagiarism and examination offences, and the administration of assessment offences panels as required by the standards office.
- To be responsible for the archiving and storage of all undergraduate examinations and assessments.

School committees and meetings

- Secretary to the Undergraduate Education Committee. Duties to include; setting committee dates, working with the Chair of the committee in setting the agenda, taking minutes and ensuring action points are completed in a timely manner.
- Secretary to the PAB and associated pre-meetings. Work with the Chair of the PAB in setting the PAB and associated pre-meeting dates, circulating the standard agenda, taking minutes.
- Secretary to the GPhC Reaccreditation Working Group. Duties include; working with senior school colleagues in setting meeting dates, taking minutes as well contributing to the committee.
- Secretary to the GPhC Reaccreditation Steering Group. Duties include; working with senior school colleagues in setting meeting dates, communicating with internal and external steering group members, taking minutes and contributing to the steering group.

GDPR and Freedom of Information

- Act as first point of contact for the school in relation to all Freedom of Information (FOI) requests.
- Liaise with the information compliance manager on GDPR polices and cascading information to colleagues within the school.
- Maintain the record retention schedule.

Communication and Liaison

- Build and maintain strong relationships within the school, the university and externally.

Teamwork, Teaching and Learning Support

Awareness of the academic life cycle within the school and universities in order to inform work patterns. Support other members of the team and provide assistance and guidance to staff and students where appropriate.

Additional Requirements:

To understand the university and schools administration cycle, and be aware of all functions within the school. To undertake other duties as may be reasonably required.

There may be some 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 policies on Equality and Diversity 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.

KEY PERFORMANCE INDICATORS:
KEY RELATIONSHIPS (Internal & External):
Internal

School Management Team

All academic and support staff

Faculty personnel

University central support departments: QA and student records

External

External examiners

Professional bodies (e.g GPhC)

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Significant experience of administration in a highly pressured environment or a similar large, complex organisation • Extensive experience in data collection and manipulation using spreadsheets and/or databases • Extensive experience of working with bespoke IT systems • Experience of managing large and complex projects, to be able to plan and prioritise, focusing on time and quality • Experience of working with a range of stakeholders, engaging colleagues at all levels and the ability to influence • Experience of working collaboratively with academic staff <p>Skills</p> <ul style="list-style-type: none"> • Highly numerate with a high degree of IT literacy • Advanced Microsoft Office skills including Excel, Project, PowerPoint and Access • The ability to multitask, prioritise and manage own workload • High level of attention to detail • Ability to analyse in a logical way and identify patterns and outcomes • Ability to communicate and engage effectively with a wide range of colleagues including senior managers and academic staff • Confident of applying statistical, analytical, modelling, segmentation techniques • Confident of handling large data sheets, utilising skills such as data gathering, extraction, reporting and manipulation • Excellent oral presentation and written communication skills • Understanding and commitment to good customer care <p>Qualifications</p> <p>Educated to degree level or equivalent relevant experience</p>	<p>Experience</p> <ul style="list-style-type: none"> • Administration experience in a Higher Education Institution <p>Skills</p> <ul style="list-style-type: none"> • Ability to collaborate, build effective relationships and partnerships • Proactive in identifying and solving problems and identifying the next step • Excellent interpersonal skills

Personal qualities

- Willingness to work flexible hours as required to meet the demands of the role and project deadlines
- Willingness to learn and transfer skills to current and new technologies as required
- Ability to communicate and engage effectively with a wide range of colleagues including senior managers and academic staff
- Ability to contribute to ideas and the development of the post
- Ability to advise senior colleagues on best practise and highlight ways to improve work practices
- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity