

## JOB DESCRIPTION

<b>Job Title:</b>	Accreditation and Planning Manager	<b>Grade:</b>	SG8
<b>Department:</b>	Business Faculty	<b>Date of Job Evaluation:</b>	Nov 2020
<b>Role reports to:</b>	Director of Learning and Teaching		
<b>Direct Reports</b>	None		
<b>Indirect Reports:</b>	None		
<b>Other Key contacts:</b>	Standards and Partnership Manager, Director of Student Experience, Collaborations Officers, Quality and Standards Officers		
<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.</p>			

### **PURPOSE OF ROLE:**

The role will lead in the preparation, maintaining and enhancing of all accreditations within the Business Faculty.

### **KEY ACCOUNTABILITIES:**

#### **Team Specific:**

- Lead and manage all Business Faculty accreditation statuses, establishing, maintaining and developing appropriate underpinning systems and processes.
- Serve as the first point of contact on matters relating to accreditations; generating ideas, providing advice and information on the requirements and expectations of accrediting bodies and delivering training/briefing materials as required.
- Maintain, in conjunction with senior colleagues, liaison with accrediting bodies to ensure an excellent working relationship, effective networks and compliance in all areas of accreditation.
- Create an annual schedule for accreditations to ensure that processes are in place to meet deadlines and the timely submission of reports and other documentation.
- Develop a detailed plan for each accreditation project agreeing specification taking responsibility for the operational planning and organisation.
- Work with professional services colleagues to use and adapt existing databases and systems to collect data, check data integrity and compile

reports and statistics as required to inform individual accreditation processes.

- Service relevant Faculty accreditation meetings and committees.
- Provide regular reports, advice and guidance to the Faculty Executive Group with regard to the status of accreditations and applications for accreditation.
- Lead liaison with accrediting bodies to organise accreditation visits; coordinating input and representation for stakeholders.
- Establish, manage and monitor interactions across accreditation project working groups to ensure full project knowledge within the team.
- Lead on the drafting of submission documents and to ensure that all accreditation documentation is prepared and presented in the required format for each accrediting body.
- Provide advice, information and briefings for staff involved in accreditation visits to ensure that roles, responsibilities and procedures are clearly understood.
- Take a leading role in process reviews within the area of accreditation administration; identifying and implement changes, in conjunction with the Director of Learning and Teaching, that contribute to enhanced service delivery and stakeholder satisfaction.
- Represent the Faculty of Business, University of Greenwich at accreditation related conferences, meetings and networking events as required.
- Demonstrate continuous specialist knowledge with national and international developments in relation to accreditation to inform sharing of best practice and excellent service delivery.
- Work with the Pro Vice Chancellor, Director of Learning and Teaching and Faculty Operating Officer to manage and monitor the accreditations budget.
- Support the operations of the Standards and Partnerships Office in the Business Faculty, in particular with respect to providing data support for business faculty colleges.
- Manage the compliance in the Faculty in respect to information. In particular:
  - i. Acting as a Faculty Information Officer in respect to Data Protection, Freedom of Information and Retention Schedule issues
  - ii. 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
  - iii. Developing information systems to facilitate compliance with the Equality Act
- Facilitate the effective use of programme and partner data in the Faculty, including in particular:
  - i. Training programme and administrative teams in how to access and use key data sets that are available within the University and sector so that they may proactively enhance programmes
  - ii. Coordinate the Faculty's interactions to ensure 100% accuracy of the *Banner* authorised programme and courses lists and programme structures and related systems.

- Provide executive support to the Director of Learning and Teaching, including in particular:
  - i. Gathering data to assist in responding to enquiries, complaints and appeals
  - ii. Assisting in the organisation of the exam boards: SAPs, PBTs and PABs, including setting deadlines, finalisation of data, preparation and dissemination of reports, liaising with partners, and minuting as appropriate
- Provide executive support to the Director of Partnership's role, including in particular:
  - i. Assist in correspondence and conferencing activities, developing data sets, and coordinating responses to key enquiries

**Generic:**

- To design and implement particular projects and solutions as agreed with the Line Manager.
- To undertake any other administrative tasks as required by the Team Leader and Line Manager.

**Managing Self:**

- Able to proactively and independently identify need and address solutions to that need
- 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
- Careful and accurate working

**Core Requirements:**

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- 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
- 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 effectively and proactively managed. A commitment to the proactive development and maintenance of a quality customer care service is also essential.
- This post will require the individual to develop and implement solution-oriented policy, systems and procedures that others in the Business Faculty will adopt. The ability to work under pressure to meet deadlines, develop and create robust systems, to influence change, to work independently and with high levels of thought and astute action are essential attributes for this role.

**Additional Requirements:**

Undertake any other duties as requested by the PVC or their line manager, commensurate with the grade.

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 the Faculty of Business delivers the required level of service.

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

**KEY PERFORMANCE INDICATORS:**

- Timely completion of all accreditation processes.
- Timely and appropriate responses to FOI enquiries.
- Appropriate adherence to Data Protection Act and Data Retention Schedules.
- Appropriate systems for data availability and use to drive enhancement activity
- Proactive support of the Director of Learning and Teaching and Director of Partnership roles to maximise effectiveness.

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

External: Relevant Professional Bodies, Accreditation Bodies and support networks

Internal: Director of learning and Teaching, Director of Partnerships, Director of Student Experience, Faculty Operating Officer, Faculty Partners and Systems Manager, Collaborations Officers, Quality and Standards Officers, Quality Officer, AC4-Senior Link Tutors, AC4-Quality Assurance Banner Team, Finance Officer, Collaboration Partners

PERSON SPECIFICATION	
Essential	Desirable
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience with Professional Bodies and Accreditation processes.</li> <li>• Experience in providing admin support, preferably in the Higher Education sector</li> <li>• Experience of working in a customer-oriented environment</li> <li>• Experience of designing and implementing projects and solutions</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience in using SharePoint and Banner</li> <li>• Experience of managing data compliance issues</li> <li>• Experience of providing executive support to managers and committees</li> <li>• Experience of maintaining records and implementing systems/procedures</li> <li>• Experience of working with a wide range of accrediting bodies associated with the Business School environment.</li> </ul>
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Competence in development of useful data sets and information sources in developing planning frameworks (excel and databases)</li> <li>• Competence to write high level accreditation reports.</li> <li>• Capacity to adapt to the demands of an often pressured and highly variable role</li> <li>• Ability to work accurately under pressure to meet deadlines</li> <li>• Excellent written and oral communication skills, with the ability to influence, persuade and advise others on technical concepts, regulations and procedures. In particular, ability to write formal documents in appropriate style for the intended audience.</li> <li>• Excellent interpersonal skills, including the ability to establish positive and effective working relationships with staff and partners at all levels.</li> <li>• High level of skill in the use and development of Microsoft Office</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Highly developed social skills to form close, facilitative customer relationships</li> <li>• Working knowledge of the Freedom of Information Act, Data Compliance Act, Single Equality Act</li> <li>• Capacity to manage disparate data sources and to design databases</li> <li>• Skill in working with varied levels of staff within a complex organisation</li> </ul>

<p>products particularly Outlook and Excel</p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"><li>• Degree level or relevant qualification and experience.</li></ul> <p><b>Personal attributes</b></p> <ul style="list-style-type: none"><li>• We are looking for people who can help us deliver the <a href="#">values</a> of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity</li></ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"><li>• Standards training with accreditation bodies.</li></ul> <p><b>Personal attributes</b></p> <ul style="list-style-type: none"><li>• N/A</li></ul>
---	--