

### JOB DESCRIPTION

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| <b>Job Title:</b>   | Faculty Administration Manager   | <b>Grade:</b>                  | SG7       |
| <b>Department:</b>  | School-based   | <b>Date of Job Evaluation:</b> | July 2021 |
| <b>Role reports to:</b>   | Head of Business Operations  |                                |           |
| <b>Direct Reports</b>   | Programme Administrators, Senior Programme Administrators  |                                |           |
| <b>Indirect Reports:</b><br><b>Other Key contacts:</b>  | Faculty Operating Officer, Head of Business Operations, Head of Department/School, academic staff, administrative support colleagues, students, University colleagues at all levels visitors, external collaborators, contacts, examiners, overseas and UK link academics and colleagues in approved centres |                                |           |
| 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:

- Manage the delivery of a high-quality faculty administrative service across all programmes.
- Develop, implement, and maintain robust administrative systems across the faculty.
- Ensure correct procedure is followed across faculty activities in accordance with current Academic Regulation.
- Take a lead within the faculty administrative team to support development and implementation of Faculty processes, procedures, and protocols.
- Take responsibility for coordinating key Faculty-wide workstreams under direction of the Head of Business Operations.

#### KEY ACCOUNTABILITIES:

##### Team Specific:

- Lead the faculty Administration Team.
- Line Management responsibility for members of the faculties administrative staff and occasional casual workers.
- Establish and maintain excellent working relationships in managing the delivery of an efficient faculty administration service.
- Prioritise work of team members and direct staff in the delivery of their duties.
- Promote effective communication and strong customer care ethos in service to colleagues, students, and external stakeholders.
- Contribute to coordination of the ongoing development and improvement of Faculty-level services, taking a lead in specific areas in liaison with the Head of Business Operations.

**Generic:**

- Manage the effective operation and organisation of the support service provided to the Head of Department/School, academic staff and students.
- Devise and implement efficient systems, processes and procedures, maintaining oversight of key functional administrative areas across the faculty.
- Undertake research, analysing outcomes, drafting text and providing information for reports, briefings and Committees for the faculty Executive Team.
- Support the timetabling and room booking requests process, liaising with teaching staff and Timetabling colleagues accordingly.
- Take a lead in records management within the School, ensuring that appropriate storage, organisation and the maintenance of robust record keeping, filing and archiving systems is achieved.
- Ensure documentation and materials are prepared to high level of accuracy (eg programme documentation, handbooks, induction materials, promotional materials, validation and review documentation).
- Support assessments and examinations administration to ensure adherence to regulation and that student entitlements are appropriately adjusted for.
- Take a lead in relation to HR and staffing matters by supporting recruitment, appraisal and staff development administration, maintaining accurate and up to date records.
- Provide advice, guidance and training to staff and students in relation to Faculty and University policies, procedures, and regulations (e.g., during staff and student induction programmes).
- Review and revise faculty processes in line with Faculty and University regulation, support the implementation of changes to policies and procedures as required and actively monitor their effectiveness.
- Liaise with University Offices, other Schools and Departments and external stakeholders as necessary.
- Act as administrative representative to the School Management Team and participate in relevant Faculty and University networks, working groups and committees as required.

**Managing Self**

- Manage own workload and that of School's Administration Team ensuring effective delegation.
- Take responsibility for maintaining own continuous development.

**Core Requirements**

- Adhere to and promote the University's policies on Equality and Diversity 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.

**Additional Requirements**

- On occasions, work outside of normal working hours to support Department and Faculty activities.
- Based at Greenwich may also be required to work at Medway, or Avery Hill Campus.

- Some UK or Overseas travel may occasionally be required.

**KEY PERFORMANCE INDICATORS:**

- Levels of administrative service
- Team development and progress
- Contribution to team ethos and effectiveness

(measured by feedback from colleagues, students and key stakeholders both internally and externally)

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

- Faculty colleagues, including other administrative and support staff, academics and researchers.
- Staff in Central Services across the University, including Student Administration Services, Recruitment and Admissions, Timetabling, Student Records, Estates, Catering, Academic Quality Unit, GRE, RETI.
- External collaborators, consultants, examiners and other external stakeholders
- Students.

| <b>PERSON SPECIFICATION</b>  |  |
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| <b>Essential</b>   | <b>Desirable</b>   |
| <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Significant administrative management experience.</li> <li>• Proven experience in leading and motivating a team.</li> <li>• Experience of developing and managing administrative systems and procedures.</li> <li>• Experience of managing a high-quality service to customers or clients.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Excellent administrative, organisational and IT skills.</li> <li>• Excellent interpersonal skills and an ability to build relationships and communicate effectively with a wide range of contacts, both internally and externally.</li> <li>• High level proficiency in both written and verbal English.</li> <li>• Ability to produce high quality formal written documents, for example reports to senior managers.</li> <li>• Ability to use initiative and confidence to make recommendations to senior colleagues and follow through ideas and innovations.</li> <li>• Ability to plan and manage projects effectively, ensuring clear objectives are set.</li> <li>• Ability to work under pressure and prioritise tasks to meet tight deadlines.</li> <li>• Confident in communicating with staff at all levels and with students from a diverse range of cultures and backgrounds.</li> <li>• Awareness of Data Protection and Freedom of Information legislation</li> <li>• Commitment to continuing professional development and desire to develop in the role.</li> <li>• Ability to support the development of others.</li> </ul> <p><b>Qualifications</b></p> | <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Significant administrative management experience in the higher education sector.</li> <li>• Knowledge and experience of exam boards</li> <li>• Experience of advising students or staff based on university regulations.</li> <li>• Knowledge of the Banner or experience of using a similar student record system.</li> <li>• Knowledge of assessment processes in Higher Education</li> <li>• Experience of University admissions procedures and the assessment of entry qualifications</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Confident making recommendations to senior staff and taking independent decisions.</li> <li>• Commitment to providing a high standard of support when working individually and when providing direction to a team.</li> </ul> |

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| <ul style="list-style-type: none"> <li>• Honours degree</li> <li>• A good standard of general education including minimum of A-C grade in GCSE Maths and English or equivalent.</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>• Post graduate qualification</li> </ul> <p><b>Personal attributes</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul> |
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