**JOB DESCRIPTION**

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| **Job Title:** | Student Experience and Administration officer | **Grade:** | SG5 |
| **Department:** | Greenwich Business School | **Date of Job Evaluation:** | November 2021 |
| **Role reports to:** | Faculty Administration Manager | | |
| **Direct Reports** | None | | |
| 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. | | | |

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| **PURPOSE OF ROLE:**  We are looking for an enthusiastic and flexible individual to provide a welcoming experience and positive impression to students and support the wider professional services team with routine administrative tasks and duties.  This is a student facing key customer care role requiring a caring and empathetic attitude to student queries and concerns answering a broad range of student queries via email and face to face.  This cross faculty administrative role will provide a high standard of administrative support to key programme administration related activities ensuring an efficient and effective service to students and faculty staff.  The post-holder must be able to work as part of a team to ensure that the wider administrative tasks within the Greenwich Business School are achieved. A commitment to the development and maintenance of a quality customer care service is also essential. |

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| **KEY ACCOUNTABILITIES:**  **Team Specific:**   * To provide a welcoming helpdesk service to students. * During peak student demand, provide front-of-house support during enrolment to all students and maintain high levels of customer care at all times in dealing with student queries. * To work effectively as a member of the administrative team to provide support for routine tasks, as directed by the Faculty Administration Manager. * Establish and maintain good working relationships in contributing to the delivery of an efficient support service. * Provide comprehensive, confidential support to programme administration activities to ensure that academic requirements of the Faculty are met. * Establish and maintain good working relationships in contributing to the delivery of an efficient support service. * Liaise with central services to ensure the complete registration of students and to ensure that all student records are correct, including grades. * Work closely with the Quality Assurance Office to provide Subject Assessment Panel reports (SAP) and Progression & Assessment Boards reports (PAB) as necessary. * Minute SAP & PAB boards during assessment period as required. * Use Banner and other university systems, including reporting dashboard as required to support the work of the Faculty. * Support other teams in the Greenwich Business School as required.   **Generic:**  Faculty and University Systems   * Manage the coursework submission process. Monitor this process to ensure the adherence to agreed turnaround times. Liaise with students and academic staff where potential delays are identified. * Oversight of department web pages to ensure accuracy of information and supporting Department Web Editors with editing of information on the Faculty website. * Review and maintain all department Moodle sites to ensure completeness and accuracy of information. * Create and collate coursework submission points within the University’s virtual learning environment (VLE). * Maintain the Turn-it-in database connected to the University’s VLE. * Administer the coursework header sheet system. * Develop or help develop appropriate systems which will enable the department to deliver a high-quality service to all clients, including, but not limited to, students and academic staff. * Arrange and organise cover for teaching activities as and when required by the department. * Responsible for receipt and distribution of post and deliveries.   Student Care   * To provide an excellent level of support for Greenwich Business School, taking ownership of queries and problems and ensuring that an appropriate response is made to the student.   **Managing Self:**   * Follow up on missing marks with academic staff and ensure all marks are accurately and completely entered on Banner within the appropriate time scale. * Delegated authority to approve Programme Change forms on behalf of programme leader. * Provide Faculty support for the organisation of Faculty open days and organise Departmental participation in open days. * Any other appropriate administrative work as required by the HoD including oversight and reporting of departmental activities and operations.   **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   **Additional Requirements:**  On occasions, work outside of normal working hours to support Faculty activities.  Undertake any other duties as requested by the line manager or appropriate senior 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. |
| **KEY PERFORMANCE INDICATORS:**   * Effective Administrative support, ensuring a positive staff and student experience. * Timely production and delivery of work, meeting deadlines as required. * Building effective relationships with key stakeholders. * Contribution to the team ethos and effectiveness. * Enquiries responded to in a timely manner. |
| **KEY RELATIONSHIPS (Internal & External):**  Students  Head of Department  Lead Tutor  Academic staff  Faculty Professional Services staff  Student Services  Banner Records Team |

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| **PERSON SPECIFICATION** | |
| **Essential**  **Experience**   * Proven experience working in a reception or public facing role * Experience of multi-tasking and prioritising work in order to meet deadlines * Experience of working in a busy and professional office   **Skills**   * Good working knowledge of Microsoft Office * Building and maintaining relationships with key stakeholders in a professional manner (e.g. courteously, efficiently, assessing level of priority) * High degree of accuracy and the ability to pay close attention to detail * Excellent communication and interpersonal skills (in writing, over the phone and in person) * Ability to remain calm under pressure * Commitment to continuing professional development and desire to develop in the role * Discreet approach and ability to maintain confidentiality   **Qualifications**   * N/A   **Personal attributes**   * We are looking for people who can help us deliver the [values](https://docs.gre.ac.uk/rep/communications-and-recruitment/this-is-our-time-university-of-greenwich-strategy-2030) of the University of Greenwich: Inclusive, Collaborative and Impactful | **Desirable**    **Experience**   * Knowledge of HE institutions and the current challenges in the sector * Working in the Higher Education sector or similar environment * Experience of using university systems, such as Banner, and reporting dashboards   **Skills**   * Able to create reports and compile statistics as required   **Qualifications**   * N/A   **Personal attributes**   * N/A |