

JOB DESCRIPTION

Job Title:	Data Information and Quality Manager	Grade:	SG6
Department:	School of Pharmacy	Date of Job Evaluation:	July 2022
Role reports to:	School Administration Manager		
Direct Reports	N/A		
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 and 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 the administration and teaching support team 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 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 Progression and Award Board 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 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 help give forecasting and trends for student journey and exit velocity analysis.
- 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 Progression and Award Board (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 in a data, QA and information capacity.
- 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 in a data, QA and information capacity.

GDPR and Freedom of Information

- Act as first point of contact for the school in relation to all Freedom of Information (FOI) requests.
- Liaising 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.

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
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

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 School of Pharmacy delivers the required level of service.

KEY PERFORMANCE INDICATORS:

KEY RELATIONSHIPS (Internal & External):

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
Experience

- Significant experience of administration in a highly pressured environment or a similar large, complex organisation
- Experience of prioritising, setting goals and working under pressure to tight deadlines
- Extensive experience in data collection and manipulation using spreadsheets and/or databases
- Extensive experience of working with bespoke IT systems
- Experience of working collaboratively with academic staff

Skills

- 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

Desirable
Experience

- Administration experience in a Higher Education Institution
- Experience of managing large and complex projects, to be able to plan and prioritise, focusing on time and quality

Skills

- Ability to collaborate, build effective relationships and partnerships
- Proactive in identifying and solving problems and identifying the next step
- Excellent interpersonal skills

- Ability to analyse in a logical way and identify patterns and outcomes
- 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

Qualifications

- Educated to degree level or equivalent relevant experience

Personal attributes

- 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: Inclusive, Collaborative and Impactful

Qualifications

- N/A

Personal attributes

- N/A