

JOB DESCRIPTION

Job Title:	NRI Post Graduate Administrative Officer	Grade:	SG5
Department:	Office of the Director, NRI	Date of Job Evaluation:	September 2022
Role reports to:	Lead: Postgraduate Research		
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.			

PURPOSE OF ROLE: To support the NRI Directors and Lead: Postgraduate Research in the smooth operation of the postgraduate research activities within the University. To contribute to the professional services teams across the faculty, campus and University. To provide support and assistance with administrative requirements of postgraduate students.

KEY ACCOUNTABILITIES:

Team Specific:

- Act as first point of contact for all NRI's PGR students.
- Updating and maintaining an NRI database of Postgraduate Research (PGR) Students.
- Liaising and working with other staff members involved with post-graduate research programmes such as VC Scholarships, the UK Food Systems - Centre for Doctoral Training (FS-CDT) and LiDO.
- Document management: maintaining, updating, and storing documents, including processing of PGR applications, recruitment and maintenance of student files.
- Assisting in the pastoral care of PGR Students and supply of appropriate research tools (access to laptop, space, screen etc.).
- Working with the FES colleagues to arrange the induction sessions for new PGR students, ensuring close synergy and avoiding duplication of effort between team members.
- Ensure smooth induction and onboarding of PGR Students, working with the Health & Safety Manager and admissions team.
- Working as part of a team to collate appropriate documentation for the Faculty Research Degree Committees.
- Working with PGR Students and relevant Finance and Student Services colleagues to ensure sponsored students are guided through appropriate processes and procedures (bursary form completions, bank account registration, expenses claims and course fee payments etc.).
- Working as part of a team and with FES colleagues, ensure appropriate cover at Faculty research degree Sub-Committees, collation of documentation and servicing and minute taking, and provision of feedback to students.
- Working in a team to maintain/support PGR Moodle page and Teams pages.
- Assisting with organisation of Faculty PGR Conferences and Events.

- Assisting with collation of information for PGR contributions to REF.
- Provide cover for PGR related travel arrangements.
- Assistance/first point of contact for PhD travel requests and expenses, working closely with relevant NRI Project Administrators and Project Managers.

Generic:

- Liaise with internal and external stakeholders as required and within the remit of the role, for example working with RETI on a day-to-day basis.
- Work flexibly, collaboratively and inclusively to ensure the team meets varying needs according to demand.
- Provide support with student attendance through the Pulse system.
- Provide comprehensive, confidential support to PGR activities to ensure the academic requirements of NRI are met.
- Work with relevant parties across the University in support of Equality, Diversity and Inclusion (EDI) principles.
- Contribute to the development of effective administrative systems that ensure records are created and maintained according to confidentiality and security protocols.
- Contribute to development of systems and procedures that enable NRI to provide a high-quality PGR environment in which students can flourish and reach their full potential.

Managing Self:

- Be able to negotiate effectively in both oral and written communications.
- Develop and build positive and collaborative relationships with both internal and external stakeholders.
- Be self-motivated in researching and understanding procedures and protocols required of the role
- Demonstrate excellent organisational and time management skills.
- Work effectively both independently, but also as a team member.
- Maintain continuous professional development as appropriate to role, grade and career aspirations.

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 perform 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 the Office of the Director (NRI) delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- NRI's project-related client agreements are negotiated in a timely manner and all project related data is accurately recorded on NRI's management information systems.
- Effective and positive relationships with internal and external stakeholders are maintained.
- Suitable sub-contracts and other project related agreements are effectively negotiated, with associated payments made in a timely manner.
- NRI fulfils requirements of internal and external auditors.
- NRI staff deliver projects in accordance with NRI's policies and procedures & in accordance with its ISO accreditations.

KEY RELATIONSHIPS (Internal & External):

- All NRI staff and PGR students
- University colleagues, including GRE, Finance, Payroll, HR, VC's Office, General Counsel and University Secretary.
- External Clients/Donors (funding NRI's project work).
- External consultants, organisations (working with NRI to deliver projects).
- Internal/external auditors.

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Experience of working in an education environment. • Experience of working under pressure. • Experience of working in a time-pressured environment. • Experience of administration within a busy office environment. • Experience of working with financial/budget data. <p>Skills</p> <ul style="list-style-type: none"> • Ability to establish professional relationships with internal and external stakeholders. • Extensive communication skills (both written & orally). • Self-disciplined, but also able to lead and motivate others. • Excellent administrative, organisational and IT skills (including Word and Excel). • High level of proficiency in both written and verbal English. • Ability to adapt and to use own initiative. • Ability to work under pressure, prioritise tasks and to meet tight deadlines. • Ability to manage a wide and varied workload for self and team. • Ability to interpret, analyse and extract data and help others to understand key information. <p>Qualifications</p> <ul style="list-style-type: none"> • A good standard of general education including GCSE pass grade in English and Maths, or equivalent. 	<p>Experience</p> <ul style="list-style-type: none"> • An understanding of NRI's work & mission. • Experience of advising academics and researchers on policies and procedures. • Knowledge of research ethics and funding processes in higher education. • Knowledge of University systems such as Oracle. <p>Skills</p> <ul style="list-style-type: none"> • Confident with making recommendations to senior staff and able to take independent decisions. • Understanding of the wider Higher Education environment and working practices. • Able to establish effective and professional relationships with external stakeholders based in the UK and overseas. <p>Qualifications</p> <ul style="list-style-type: none"> • Training/experience in the Higher Education Sector.

Personal attributes

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative & Impactful.

Personal attributes

- N/A