

Knowledge Exchange, Executive Training and Short Courses Officer

Job Reference:	
Department:	Research and Knowledge Exchange / GOAL
Contract Type:	Permanent
Hours:	1 FTE, 35 hours pe week
Location:	New Cross, London

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

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Job description

Reporting to: Knowledge Exchange Manager, RKE (for Executive Training activity) and Associate Director Online Learning Partnerships, GOAL (for Short Courses activity)

Main duties:

- Work across both Research and Knowledge Exchange (Executive Training) and GOAL (Short Courses), supporting the development and growth of income-generating learning opportunities for non-academic audiences.
- Identify, develop and bring to market new programmes in collaboration with academic colleagues and external partners.
- Manage the full operational delivery of a portfolio of programme including planning, administration, stakeholder liaison and quality assurance.
- Act as a primary contact for academic schools, providing advice and support on the development and delivery of executive training and short course activity.
- Build and maintain relationships with external organisations, businesses and public sector partners to support programme development, external engagement and income-generating activity.
- Develop and coordinate promotional content and marketing activity to raise awareness, generate demand and support recruitment to programmes.
- Monitor programme performance, maintain accurate records, analyse data and prepare reports to support planning, evaluation and continuous improvement.
- Contribute to the development and enhancement of systems, processes and infrastructure that support the University's executive training and short course provision.
- Support cross-functional working between GOAL and RKE (Research and Knowledge Exchange).
- Contribute to wider knowledge exchange activity as required, and providing operational support across the RKE function during periods of peak demand.

Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best fit with these criteria.

The essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The category column indicates the method of assessment:

A = Application form C = Certificate
I = Interview R = Reference
T = Test / P = Presentation

	Category
Essential Criteria 1 - Qualifications	
Degree qualification or equivalent relevant professional experience.	A, C, I
Essential Criteria 2 - Experience	
Experience of managing and delivering projects, programmes or initiatives in a complex, deadline-driven environment.	A, I, R
Experience of developing, implementing and maintaining effective administrative processes and systems.	A, I, R
Experience of coordinating multiple stakeholders and building productive relationships across departmental boundaries.	A, I, R
Experience of providing advice, guidance or support to academic, professional or external stakeholders.	A, I, R
Experience of managing financial processes, contractual administration or other operational aspects of projects or programmes.	A, I, R

Experience of producing reports, analysis, promotional materials or other written communications for a range of audiences.	A, I, R
Experience of maintaining accurate records and using data to monitor performance, support decision-making and inform planning.	A, I, R
Desirable Criteria 2 - Experience	
Experience of developing, delivering or supporting executive education, short courses or other continuing professional development (CPD) provision.	A, I, R
Experience of supporting knowledge exchange or innovation-related activities within a higher education environment.	A, I, R
Essential Criteria 3 - Knowledge	
Knowledge of project and programme management principles and approaches.	A, I, R
Knowledge of administrative and financial processes relevant to the successful delivery of programmes, projects or services.	A, I, R, T
Desirable Criteria 3 - Knowledge	
A good understanding of the short courses and executive training market	A, I, R
A good understanding of short course and executive training delivery in a higher education environment	A, I, R
Essential Criteria 4 - Skills	
Excellent written and interpersonal communication skills	A, I, R
Ability to build credibility and work effectively with academic staff, professional service colleagues, external organisations and senior stakeholders.	A, I, R
Excellent attention to detail and ability to maintain accuracy in a fast-paced environment.	A, I, R, T
Strong analytical and problem-solving skills.	A, I, R
Additional Attributes	
The ability to maintain a professional and composed demeanour while working to tight deadlines	A, I, R
Collaborative and flexible approach, with a willingness to contribute across a broad portfolio of activities as required.	A, I, R