Student Office Coordinator

<table>
<thead>
<tr>
<th>Job Reference:</th>
<th>8584</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Department of Computing</td>
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<tr>
<td>Grade/ Salary:</td>
<td>Grade 4, £26,577.62 - £29,486.29</td>
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<tr>
<td>Contract Type:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Hours:</td>
<td>Full-time</td>
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<tr>
<td>Location:</td>
<td>New Cross, London</td>
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Closing date for applications: **22nd March 2019**
Interviews: week commencing: **1st April 2019**
Proposed Start Date: **From 6th May 2019**

**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.

We are happy to supply information in alternative formats for disabled applicants. Please contact hr@gold.ac.uk to make your request.
Department of Computing

The Department of Computing is a vibrant, innovative and intellectually stimulating environment in which to work and study. We have a unique view of Computing as a creative practice-based discipline: we pride ourselves on teaching our students to be innovative and practical professionals, able to think for themselves and to bring creative solutions to industry and to society. Our research is radically multi-disciplinary and varied with a strong emphasis on interactivity and creative uses of computers but also branching out to, for example, uses of virtual reality in medical applications and machine learning tailored to commercial applications. The Department is continually expanding its reach and breadth. Our strategy for growth entails reinforcing our position in interactivity, creative computing and games, while building up strength in data science, theoretical computer science, and mathematics.

Computing is the Goldsmiths department with the largest number of undergraduate students. We are devoted to nurturing our current students and devoted too to widening participation in computer science education. Goldsmiths has twice the national computer science average percentage of women students and we are working hard to increase that number. We are devoted to ensuring that this is a healthy stimulating place for women and non-binary staff and students to work and study.

We are about to embark on major initiatives to widen our research influence and our teaching reach including international online undergraduate and postgraduate programmes.

This is a really exciting time to be joining this department.
For more information, see www.gold.ac.uk/computing/

Job description
Reporting to: The Department Business Manager (with day-to-day supervision from the Assistant Department Business Manager)

Summary:
Reporting to the Department Business Manager (DBM), day-to-day supervision from the Assistant Department Business Manager (ADBM), you will be based in our busy
Student Office, being the first point of contact for undergraduate and postgraduate students and performing a wide range of administrative tasks.

Please note: From September 2019 the student office will be open 9am – 7pm. The successful candidate must be available on a shift basis to support these hours.

**Main duties:**

- To provide administrative support to programme and module leaders, the Chair of Exam Board and the ADBM and DBM;
- To allocate students to lab and seminar groups on the timetabling system;
- To ensure the department's attendance monitoring data is kept up-to-date and to monitor individual student attendance and progress;
- To support the assessment process including participating in marks entry;
- To help colleagues in preparation for the UG and PGT exam boards;
- To provide organizational support to student recruitment and engagement events e.g. open days (occasional Saturday and evening working);
- To update, maintain and develop student administration systems and processes such as module selection, databases, etc;
- To help prepare and update department documentation, for e.g. module selection booklets or handbooks,
- To help organize and service staff/student forum and to be the point of contact for department reps;
- To be a point of contact for the Peer Assisted Learning scheme;
- To respond to enquiries from students, staff and potential applicants and take the appropriate action as necessary;
- To make ad hoc room bookings in response to requests from students and staff;
- Helping maintain and update the department's online presence including social media etc;
- Servicing departmental committees and meetings;
- You will be required to undertake any other duties as may reasonably be required;
- Ensure that you are aware of and aligned with Goldsmiths’ Regulations Strategy, and Objectives to work together to proactively advance Equality and Diversity;
At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths’ Health and Safety Codes of Practice and Policy

**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 this 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

<table>
<thead>
<tr>
<th>Essential Criteria 1 - Qualifications</th>
<th>Category</th>
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<tbody>
<tr>
<td>Educated to degree standard or equivalent work experience</td>
<td>A, C, I</td>
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<tr>
<th>Essential Criteria 2 - Experience</th>
<th>Category</th>
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<tr>
<td>At least two year’s administrative experience (preferably gained within Higher Education)</td>
<td>A, I</td>
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<tr>
<td>Proven ability to deal with a variety of customers (staff, students and external parties) in a polite and professional manner</td>
<td>A, I</td>
</tr>
<tr>
<td>Excellent verbal and written communication skills and a keen attention to detail</td>
<td>A, I</td>
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<tr>
<td>Proven ability to work collaboratively within a team</td>
<td>A, I</td>
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Proven ability to use initiative and work independently | A, I

**Desirable Criteria 2 - Experience**

- Some experience of maintaining social media accounts for an institution | A, I
- Experience of events organisation | A, I
- Experience of using a student records system or similar | A, I

**Desirable Criteria 3 - Knowledge**

- Knowledge of current issues and challenges in the Higher Education Sector | A, I
- Knowledge of cultural expectations and regulations in the Higher Education sector | A, I
- Knowledge of Data Protection legislation. | A, I

**Essential Criteria 4 - Skills**

- Ability to communicate with staff and students for a variety of purposes | A, I, T
- Superb communication, interpersonal and problem solving skills | A, I
- A flexible and organised approach to work with the ability to deal with a varied and complex workload. (can deal with interruptions) | A, I
- Proficiencies in Microsoft Office programmes, especially Microsoft Word, Excel and Outlook | A, I, T, R
- Ability to liaise with individuals from a range of backgrounds with sensitivity and diplomacy | A, I
- Ability to remain calm and professional under pressure, recognising the appropriate times to escalate issues | A, I, T

**Desirable Criteria 4 - Skills**

- Ability to organise information (e.g. filing systems) | A, I

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**Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.**

For more information about the role, please contact Natalie Wedderburn n.wedderburn@gold.ac.uk

**March, 2019**
Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme
- Access to exclusive discounts, including high street retailers
- Maternity, paternity and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site dining facilities and gym
- Access to University of London facilities such as Senate House Library

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about.

Thank you for your interest in working with us, we wish you all the best with your application.