

Programme Support Officer

Job Reference:	A2A-2712
Department:	English Language Centre
Grade/ Salary:	Grade 4, £27,215.17 - £30,176.19
Contract Type:	Permanent
Hours:	35 per week (full-time)
Location:	New Cross, London

Closing date for applications: **Sunday 24 November 2019**

Interviews: **Week commencing Monday 2 December 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.



Passionate about advancing equality
and celebrating diversity.
Together, we are different



Together
we are different

English Language Centre

The English Language Centre runs full-time award-bearing programmes: International Foundation Certificates and Graduate Diplomas; Pre-sessional programmes; and In-sessional courses.

It is a strategy of the English Language Centre to make courses, where possible, relevant to the language and genres required in Goldsmiths programmes. In-sessional courses tend to be subject specific and full-time foundation and pre-masters programmes have links with the departments that students intend to go on to. Pre-sessional programmes also build in subject specific content into language development.

We have 9 Academic members of staff, 1 Centre Manager and a number of Associate Lecturers. We have approximately 40 International Foundation Certificate students and 30 Graduate Diploma students. During the Pre-sessional period our student numbers are approximately 400.

Further details can be found at <https://www.gold.ac.uk/english-language-centre/>

Job description

Reporting to: Centre Manager

Summary:

This new role is key in supporting departmental operations and infrastructure. It is also student focussed in terms of managing incoming enquiries from prospective students; monitoring students' attendance and ensuring that the ELC's website presence is up to date.

Main duties:

- To provide administrative support to the Goldsmiths International Pathway programmes and their co-ordinators;

- Support the assessment process alongside other members of department professional staff, taking responsibility for the delivery of key areas such as mark entry and mitigating circumstances;
- To coordinate and keep records of the departments assessment procedures in liaison with the Department Exams Officer and Centre Manager;
- To service departmental committee(s) and take minutes as required;
- To update, maintain and develop student information systems e.g. filing, social media, web, VLE, databases, hand-in records, and exam performance.;
- To prepare, update and distribute departmental documentation e.g. handbooks, module materials, and summer mailing packs;
- To respond to Departmental enquiries (e.g. telephone, email and in person) from: staff, students and potential applicants and take the appropriate action as necessary;
- Contribute to the ongoing planning and implementation of excellent services for the enhancement of the student experience in the Department;
- Contribute to excellent communication between the Department and other areas at Goldsmiths;
- Contribute to team work to ensure business continuity within the team following the failure of, or damage to, vital services or facilities;
- Be committed to personal professional development, to ensure the highest quality of service to our students;
- 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

	Category
Essential Criteria 1 - Qualifications	
A bachelor's degree or equivalent;	A, C, I
Essential Criteria 2 - Experience	
Relevant administrative experience preferably gained in the higher education sector;	A, I, R
Proven empathy with international students and understanding of the applications process to HE	A, I, R
Essential Criteria 3 – Knowledge	
Knowledge of the application and admissions processes to Higher Education in the UK	A, I
Essential Criteria 4 - Skills	
Excellent communicator – including written skills, networking skills, confident public speaking with excellent presentation skills;	A, I, R, T

Excellent and proven customer care skills and the ability to work effectively in different environments;	A, I, R
Familiar with the use of computer systems; with intermediate skills in Microsoft Word, Excel and Access;	A, I, R
Additional Attributes	
Proven ability to deal with a varied and complex workload;	A, I, R
Ability to work independently and as a committed team member;	A, I, R
Well presented, a self-starter with high levels of personal self-motivation and stamina, have a flexible approach to work and be receptive to change;	A, I, R

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 Dr Marl'ene Edwin, tel 020 7919 7402, e-mail m.edwin@gold.ac.uk

October 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
- On-site cinema, Curzon Goldsmiths, with staff discounts and special screenings
- 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, dependent upon grade
- Access to exclusive discounts, including high street retailers
- Maternity, paternity, shared parental leave 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.

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact hr@gold.ac.uk, or visit www.gold.ac.uk/hr.

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