

Doctoral Support Officer

Department:	Graduate School
Grade/ Salary:	Grade 5, £ 30,629 - £34,919
Contract Type:	Fixed term, 12 months
Hours:	35 per week (Full time)
Location:	New Cross, London (with remote working)

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

Graduate School

The Graduate School plays a key and proactive role in supporting the experience of doctoral researchers, as well as supporting academic staff in supervision and support roles. It is a virtual and physical home for Goldsmiths' community of approximately 750 research students and the hub for a range of administrative functions, events and activities. The Graduate School's role encompasses the oversight and coordination of examinations for research degrees. The Graduate School is also involved in the allocation and management of funding (including studentships via Research Councils) to support postgraduate research activity.

We aim to provide a strong and supportive infrastructure, building on the excellent work of academic departments and other support services, by providing facilities, advice and generic skills training and by encouraging intellectual and social contact across disciplinary boundaries. Central to our vision is that the Graduate School should be an interdisciplinary space, to encourage students to have intellectual and social contact with each other beyond their departmental and disciplinary boundaries.

Job description

Reporting to: Doctoral Support Manager

Summary:

We are seeking enthusiastic and organised professionals to work as part of a team of three Doctoral Support Officers providing specialised administrative support for Goldsmiths postgraduate research programmes (doctoral research). Working within – and with the support of - the experienced Graduate School team, the postholders will, in particular, provide key points of contact and support for doctoral researchers, supervisors and departmental PGR Convenors within a defined group of academic departments.

A key aspect of this support will be to establish accurate records of all doctoral researchers within these departments and to contribute to the key administrative processes necessary to maintain these. The roles will also involve input into the

Graduate School's support and pastoral care provision for doctoral students and necessary administrative functions relating to their academic development (including events such as departmental induction and disciplinary training).

An understanding of the issues relevant to doctoral students and this particular level of study, along with experience of the administration that is critical for delivering an excellent student experience will be important. The postholders will also be required to build and maintain strong working relationships with designated departmental PGR Convenors and supervisors within their departments and to work with them to deliver key support for their students.

Main duties:

- To be a key point of contact and liaison for both PGR students and for staff supporting PGR students (especially PGR Convenors) within designated academic departments.
- To establish and maintain records of all doctoral students within a designated group of departments, including key information on supervisors, progress milestones and other key dates.
- As part of a team, to work in providing - and where appropriate signposting - pastoral care for PGR students where it is needed.
- To provide appropriate administrative support for PGR-related committees within designated academic departments.
- To provide essential support where required for Departmental PGR assessments.
- To prepare and communicate department-specific information for PGRs where required

Welcome and Induction

- To provide a key point of coordination - within designated academic departments - for departmental registration and welcome arrangements and events, to include answering and following up queries about start-of-year, registration, events and training.
- Assigning desk / workspace and ensuring access to departmental facilities as appropriate

Registration and progress management

- To establish and maintain records of all doctoral students within a designated group of departments, including key information on supervisors, progress milestones and other key dates.
- To review and coordinate the approval of Change of Status forms and progression requests, liaising with fees and registry colleagues as appropriate.
- To provide administrative support for the transfer of registration (upgrade) process, including:
 - Identifying students due for upgrade in collaboration with PG Convenor
 - Making arrangements for MPhil upgrade / transfer meetings (student and 2 independent readers)
 - Receive and log upgrade / transfer meeting reports (and chase reports following meeting).
- To log and store PGR student / supervisor meeting records.
- To confirm and liaise with PGR student representatives.
- To receive final completed and agreed ethics approval application form (in conjunction with PGR Convenor and Chair of Departmental Ethics board).
- To provide support for the Annual Progress Monitoring process.

Support for training and development

- To provide administrative support for planning departmental, PGR-discipline specific seminars and training.
- To maintain an overview of relevant department-based events.
- To provide where necessary administrative support at a departmental level for compulsory PGR modules, including registration, updating VLE pages and recording and disseminating results.
- To support the process of updating external-facing materials relevant to PGR studies.
- To administer applications for departmental PGR student research funds and Research Training Support Grants within designated departments, including booking travel and processing expense claims where necessary.

Admissions and studentship support

- To provide a point of liaison between PGR offer holders, prospective supervisors, PGR Convenors and Goldsmiths Admissions team.
- To ensuring successful applications are confirmed on system.
- To arrange interviews between students and prospective supervisors.
- To update departmental PGR bursary information and to support the application process for such funds.
- To ensuring departmental web pages are up to date in regard to doctoral study and funding opportunities.
- To liaise with students, answering and following up queries / missing material.
- To compile application material for PGR Convenor / Tutor & Selection committees.
- To provide administrative support for departmental selection committees (note taking, drafting letters and feedback for both successful and unsuccessful nominees).

Further duties

- 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

	Category
Essential Criteria 1 - Qualifications	
Education to equivalent of degree level or above	A
Desirable Criteria 1 - Qualifications	
Essential Criteria 2 - Experience	
A minimum of 1 year's work experience of higher education (HE) or equivalent	A, I, R
Experience in core office management competencies including procedural and event management	A, I, R
Desirable Criteria 2 - Experience	
Experience of working with postgraduate research students	A, I
Experience of creating and maintaining online student records	A, I
Essential Criteria 3 – Knowledge	
Working knowledge of key current issues and challenges within HE	A, I, R
Desirable Criteria 3 - Knowledge	
A good understanding of both the social sciences and the arts and humanities	A, I

An understanding of the broad training needs of postgraduate research students	A, I
Essential Criteria 4 - Skills	
Ability to work independently and pro-actively with a flexible approach and take full responsibility for a range of tasks	A, I, R
Excellent communication skills. You will be experienced in engaging positively, carefully and accurately with a variety of stakeholders, with the ability to adjust the message to suit the audience	A, I, R
Familiarity in the use and adaptation of IT software including use of the Microsoft Office suite	A, I, R
Experience of working with students and academic/administrative colleagues within a university setting – dealing professionally and empathetically in sometimes challenging situations	A, I, R
Ability to deal with a varied and complex workload, prioritising tasks while working under pressure and to deadlines. You will have the ability to work independently and as a committed team member	A, I, R
Desirable Criteria 4 - Skills	
Ability to use web-based facilities (eg. Moodle) for online learning	A, I

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 Chris Robson (c.robson@gold.ac.uk).

April 2022

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.