

School Student and Programmes Hub Coordinator

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| Department: | Student Experience Directorate |
| Grade/ Salary: | Grade 5 |
| Contract Type: | Permanent |
| Hours: | 35 hours per week |
| Location: | New Cross, London |

Goldsmiths is committed to creating an inclusive and accessible working environment for all staff. If you would like to access confidential advice or guidance in relation to workplace reasonable adjustments, adjustments to the recruitment or selection process, or flexible working arrangements please contact HR@gold.ac.uk.

Student Experience Directorate

The student experience is at the centre of everything we do here at Goldsmiths. Whether it be through our research inspired teaching, an ever innovative curriculum or vibrant extracurricular and support offering, we have an unshakeable commitment to improving the experience of our diverse population.

The Student Experience Directorate is the part of Goldsmiths Professional Services that leads on the development and provision of outstanding student facing services. The Directorate is responsible for ensuring that every student at Goldsmiths has an excellent student experience and provides services across the student and academic lifecycle from application to graduation and covering everything from well being services to ensuring new programmes are set up correctly.

The Directorate is at the centre of a transformation programme as we seek to make services which underpin our student experience more efficient and effective. Over the next year, we will reconfigure the ways we work; reducing silos, making better use of systems and improving compliance with regulations, policies and processes.

School Student and Programme Hubs

School Student and programme Hubs bring together elements of programme administration, discipline specific support and managing front line enquiries for students. The team will work closely with Academic Departmental and Schools and with other teams including Timetabling and Registry operations to provide essential services that support

staff and operations to teach and assess learning. They will provide professional information, advice and guidance that enables students to access learning, manage their time and to complete their studies successfully

Job description

Reporting to: School Student and Programmes Hub Manager

Summary:

Working in a School based Team, the post holder will focus on providing programme administration across a number of processes for a defined set of programmes, as well as supporting front line enquiries. They will also be in regular communication with students (which may include matters of confidentiality) and academic staff, especially programme convenors, module convenors and personal tutors. The role holder will focus on any discipline specific activity, ensuring compliance with College regulations, policies and processes. The role holder will need to demonstrate good use of initiative and be able to interpret and apply complex information. This is a busy and varied role which requires the post holder to communicate persuasively and tactfully with academic staff, to ensure cooperation and compliance with milestones in the academic year. The post holder must be able to work to tight deadlines and to learn new systems and procedures rapidly.

Main duties:

- To work with relevant colleagues to plan elements of programme cycles, deliver processes throughout the academic year, identify priorities and demonstrate flexibility throughout the cycle, recognising when priorities change, amending plans and adjusting work patterns accordingly.
- To coordinate elements of programme administration processes relevant to the area of work, including timetabling, assessment processes, placements and Professional Statutory and Regulatory Bodies (PSRB) activity in line with College deadlines and regulations, and Department and external requirements.

- To work with the wider College community to ensure up-to-date and consistent practices are followed when utilising systems (e.g. student records systems and virtual learning environments) to undertake both day-to-day functions and higher-level processes such as reporting and extracting data, ensuring accuracy of data and identifying and resolving issues.
- To engage with and triage students' pastoral care needs, resolving straightforward issues where appropriate and referring students to key stakeholders in accordance with College protocols .
- To receive, investigate and resolve low-level complaints and address service setbacks, exercising judgement and escalating to line manager where required.
- To take responsibility for your own performance and development, agreeing clear performance objectives, maintaining up-to-date knowledge and reflecting on own performance.
- Work flexibly as part of a team, supporting others in times of high volume activity. Participating in and coordinating new starter inductions. Covering staff absence and deputising for the line manager as and when required.
- To take personal accountability for the data quality of student records, ensuring records are accurately maintained in accordance with agreed protocols.
- To ensure all work is carried out in a professional and timely manner, with appropriate confidentiality and sensitivity. Maintain up to date knowledge of data protection requirements and to support Freedom of information and subject access requests.
- 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

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 short-listed for interview. The Desirable criteria

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

Recruitment and Selection Process

Selection will be made upon evidence of best-fit with the selection criteria on a skills match questionnaire (SMQ), short-listing and then an interview. Please refer to the guidance on completing a SMQ and also the Ring-fencing and Selection Procedure for new jobs in a restructure, available on the Recovery SharePoint Site. Staff will be expected to meet 50% of the short-listing criteria where the grade of the new role is the same or lower than their current role. They should meet 70% of the short-listing criteria where the grade of the new role is higher. Ring-fences involve competitive selection, so staff should provide as much evidence as possible to improve their chances of being short-listed and being successful at interview.

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| ID 006 | Essential Criteria 1 - Qualifications |
| | First Degree or equivalent experience |
| | Essential Criteria 2 - Experience |
| | Experience of working in administration within an education environment |
| | Experience of stakeholder management, ability to work with a broad range of stakeholders in a professional and assured manner |
| | Experience of working in a customer facing environment with a knowledge of how to address complaints and service setbacks in a professional and efficient manner |
| | Experience of managing and delivering a portfolio of services which support the delivery taught provision, with a proactive, development focused and transparent approach |
| | Desirable Criteria 2 - Experience |
| | Experience of using student record or equivalent systems in an education or other relevant setting. |
| | Essential Criteria 3 – Knowledge |
| | Good working knowledge of Microsoft packages and confidence in learning new packages and systems |

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| | Knowledge and understanding of core academic and administrative functions in higher education. |
| | Essential Criteria 4 - Skills |
| | Excellent communication skills and ability to draft accurate correspondence which concisely conveys complex information. |
| | Ability to manage stakeholder relationships persuasively in a professional and assured manner |
| | Excellent organisation skills with the ability to plan across an academic cycle. |
| | Methodical, detail oriented and flexible in approach to work, maintaining a high level of accuracy |
| | Collaborative and relationship-oriented approach to teamwork |
| | Comfortable with adapting to change, driving own professional development |
| | Good IT skills across Microsoft Office suite and a willingness to learn new packages as required. |
| | Desirable Criteria 4 - Skills |
| | Ability to use and contribute to the implementation of IT systems as they relate to student administration, for example, attendance monitoring and CRM systems |
| | Essential Criteria 5 - Other |
| | Experience of proactively advancing equality for diverse student and / or staff communities (for example, people of colour, disabled people, people of diverse faith backgrounds, LGBTQ+ people and other marginalised groups). |