

School Student and Programmes Hub Assistant

Department:	Student Experience Directorate
Grade/Salary:	Grade 4
Contract Type:	Permanent
Hours:	35 per week (Full time)
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.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our [Disability & Individual needs](#) page. 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



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 Departments 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

Reports: N/A

Summary:

Working in a School based team to provide consistent functionally aligned programme administration, to ensure consistent management and delivery of taught provision by providing high quality administrative support. Providing a professional, supportive, responsive and personable service incorporating front-line support as the first point of contact for students and academic staff. Supporting processes across the academic cycle, ensuring accurate and timely record management across multiple systems.

Main duties:

- To take responsibility for resolving students' and academics' enquiries, including face-to-face and via email, responding within agreed timeframes and escalating complex enquiries as appropriate.
- To support the student lifecycle, utilising systems and databases – e.g. student records systems and virtual learning environments – accordingly, and in accordance with best practice, ensuring consistency of data and identifying and resolving issues.
- To actively participate in the development and improvement of services and processes by identifying and suggesting improvements based on user feedback.
- To work flexibly as part of a team, supporting others in times of high volume activity, providing cover and supporting the training and development of new staff members.
- To take responsibility for your own performance and development, agreeing clear performance objectives, maintaining up-to-date knowledge and reflecting on own performance.
- To take personal accountability for the data quality of student records, ensuring records are accurately maintained in accordance with the College's 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 the 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., including working on activities with other Schools.
- 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 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 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.

ID 002	Essential Criteria 1 - Qualifications
	First Degree or equivalent experience
	Essential Criteria 2 - Experience
	Experience of working in an education environment
	Experience of meeting stakeholders' needs and expectations
	Experience of resolving queries efficiently, escalating where appropriate
	Essential Criteria 3 – Knowledge
	Good working knowledge of Microsoft packages and confidence in learning new packages and systems
	Desirable Criteria 3 - Knowledge
	Knowledge and understanding of core academic and administrative functions in higher education.
	Essential Criteria 4 - Skills
	Good communication skills and ability to draft accurate correspondence which concisely conveys complex information.

	Ability to work with a broad range of stakeholders in a professional and assured manner
	Proactive with the ability to work independently as well as delivering within a team
	Methodical, detail oriented and flexible in their approach to work, maintaining a high level of accuracy
	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.
	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).

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

For more information about the role, please contact Louisa Green, email L.Green@gold.ac.uk

May 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 comprehensive and innovative staff development and wellbeing programmes.

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, dependent upon grade
- Maternity, paternity, shared parental leave and adoption leave and pay
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- 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.