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.

Passionate about advancing equality and celebrating diversity. Together, we are different.
The Teaching and Learning Innovation Centre (TaLIC) is a professional service that works in partnership with Goldsmiths' staff to support and promote excellence in all aspects of teaching and learning. Our core functions are to:

- Provide consultation, guidance, and practical and technical support in all aspects of university pedagogy, including Technology Enhanced Learning and our virtual learning environment (VLE), learn.gold;
- Encourage, promote, and provide technical and practical support and guidance on preparing and running Distance Learning courses and programmes;
- Run programmes offering qualifications in the management of teaching and learning in Higher Education such as the Postgraduate Certificate in Learning and Teaching in Higher Education (PG Cert) and the Experiential Route to Higher Education Academy Fellowship;
- Support, collaborate on and initiate projects across Goldsmiths which enhance and encourage excellence in teaching, learning and assessment;

TaLIC is managed by the Pro-Warden for teaching and learning enhancement. There is currently an Academic Director of TaLIC and an Academic Director of Distance Learning. There is also a full time Learning Technologist, a Director of Professional Development who is the programme leader for the PG Cert, a team of Academic Developers and administrative support.

For further details please see [http://www.gold.ac.uk/talic/](http://www.gold.ac.uk/talic/)

---

**The Role**

Reporting to: Centre Business Manager (CBM).

**Role summary:**
The purpose of the role is to provide general administrative support across TaLIC. This primarily involves coordinating all staff CPD activities, in liaison with the relevant
Centre staff, supporting the day-to-day work of the Centre, as well as events and one-off projects.

The post holder will be expected to be able to carry out the following duties in line with the grade of the post:

Main Duties:
1. Be the first point of contact for general queries received by the Centre, including management of the Centre’s inboxes, resolving queries or distributing them as appropriate
2. Organise and support Continuing Professional Development (CPD) activities particularly with respect to the PG Cert in Learning and Teaching in Higher Education and the AdvanceHE Experiential Route, workshops and event promotion and organisation.
3. Liaise with AdvanceHE on administrative aspects of our accreditation
4. Provide administrative support to TaLIC staff as required.
5. Update and maintain data associated with the Centre’s activities.
6. Support all general office management duties (e.g., equipment, room bookings, estates, IT, health and safety).
7. Financial record keeping under the direction of the Administrative and Budget Coordinator.
8. Be part of the TaLIC administrative function, supporting the work of the other administrators when necessary.
9. Undertake duties as requested by the Academic Director of TaLIC.

In addition you will be required:
- To undertake any other duties as may reasonably be required;
- At all times to carry out your responsibilities with due regard to the College Code on Equality and Diversity/Dignity at Work Policy;
- At all times to help maintain a safe working environment by attending training as necessary and following the College’s Health and Safety Codes of Practice and Policy.
Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required.

The Essential column shows the minimum essential requirements for the post. The Desirable column shows additional attributes which would enable the applicant to perform the role more effectively with little or no training. They are not essential, but may be used to distinguish between applicants. 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>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate degree or equivalent</td>
<td>√</td>
<td></td>
<td>A, C, I</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Experience</th>
<th>Essential</th>
<th>Desirable</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience of working in an administrative role.</td>
<td>√</td>
<td></td>
<td>A, I, R</td>
</tr>
<tr>
<td>Experience of working in Higher Education.</td>
<td></td>
<td>√</td>
<td></td>
</tr>
<tr>
<td>Experience of dealing with a wide range of customers by telephone, email and face-to-face.</td>
<td>√</td>
<td></td>
<td>A, I, R</td>
</tr>
<tr>
<td>Experience of working on projects and supporting the delivery of defined outcomes.</td>
<td></td>
<td>√</td>
<td>A, I, R</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Essential</th>
<th>Desirable</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working knowledge of virtual learning environments, ideally Moodle.</td>
<td></td>
<td>√</td>
<td>A, I, R</td>
</tr>
<tr>
<td>Willingness to learning about the Higher Education sector and university learning in teaching particularly e-learning</td>
<td>√</td>
<td></td>
<td>A, I, R</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills</th>
<th>Essential</th>
<th>Desirable</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent customer service skills i.e., excellent communication and interpersonal skills (written, spoken and</td>
<td>√</td>
<td></td>
<td>A, I, R</td>
</tr>
</tbody>
</table>
face-to-face); high levels of positivity, empathy, self-control and patience.

Strong administration and organisational skills. √ A,I,R

Able to work productively both independently and as an active member of a professional team. √ A,I,R

Experience of financial record keeping. √ A,I,R

Intermediate skills in the Microsoft Office Suite, especially Excel, Word and email. √ A,I,R,T

Employment is conditional on verification of qualifications, health clearance, and right to work in the UK. Original documents will be checked on the first day of starting at Goldsmiths.

For more information about the role, please contact Marco Gillies, e-mail m.gillies@gold.ac.uk.

September 2022
Summary of Terms and Conditions

Salary and hours of work
Salary will be on Grade 4 £25,044 to £27,818 all inclusive of London Weighting Allowance, depending on qualifications and experience, all pro rata for part-time (0.5FTE).
Your actual hours of work will be decided in consultation with your line manager.

Maternity and Adoption Leave
To qualify for Goldsmiths’ Adoption and Maternity Pay Scheme, you must have been continuously employed by the College for a period of one year subject to the eligibility criteria set out in the policy.

Notice
The appointment is terminable on either side by 1 week within the first 6 months. Then by 1 month after the first 6 months, and for members of staff with service of four years or more, the notice will be 3 months from Goldsmiths and 1 month from the member of staff.

Probation
Staff are subject to a 1 year probationary period.

Annual Leave
The annual leave entitlement is 22 days (plus 5 additional days after 5 years’ service) in addition to all public and Bank Holidays, all pro-rata for part-time (0.5FTE) work.

College Closures
In addition to the leave entitlement stated above, the College closes on specified days. These are currently 4 working days at Christmas and 2 working days at Easter.
Trade Union Membership

Every member of staff has a right to belong to a Trade Union or other organisation of workers, to take part in its activities and to seek and hold office in accordance with the agreements made between that Trade Union and the College.
Summary of Benefits

Travelling expenses
An interest free loan is available for annual season tickets, repayable by monthly deductions from your salary.

College facilities
As a member of staff here, you have access to a range of facilities on campus. These include catering outlets, an on-campus branch of Santander Bank, tennis courts, a convenience shop run by the Students’ Union with drinks, snacks, sweets, newspapers and cards. You also benefit from subsidised staff membership of the Club Pulse fitness facility, with a fitness suite including 90 exercise stations, and a dance studio with an extensive programme of classes. In the summer, the College Green is a popular meeting place and informal recreational space for staff and students to use.

Further information is available at www.gold.ac.uk.

University of London facilities
As Goldsmiths is part of the University of London, members of staff can also enjoy the benefits of access to certain other University of London facilities, including the Library at Senate House.
Policy Statement: Secure Storage, Handling, Use, Retention & Disposal of Disclosures and Disclosure Information - Staff

General principles
As an organisation using the Disclosure and Barring Service (DBS) service to help assess the suitability of applicants for positions of trust, Goldsmiths complies fully with the DBS Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information. It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information and has a written policy on these matters, which is available to those who wish to see it on request.

Storage and access
Disclosure information is kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

Handling
In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures or Disclosure information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it.

Usage
Disclosure information is only used for the specific purpose for which it was requested and for which the applicant’s full consent has been given.
Retention
Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, we will consult the DBS about this and will give full consideration to the data protection and human rights of the individual before doing so. Throughout this time, the usual conditions regarding the safe storage and strictly controlled access will prevail.

Disposal
Once the retention period has elapsed, we ensure that any Disclosure information is immediately destroyed by secure means, i.e., by shredding, pulping or burning. While awaiting destruction, Disclosure information is not to be kept in any insecure receptacle (e.g., waste bin or confidential waste sack). We will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure. However, notwithstanding the above, we may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.