School Student and Programmes Hub Coordinator

<table>
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<tr>
<th>Job Reference</th>
<th>10055</th>
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<tbody>
<tr>
<td>Department</td>
<td>Student Experience Directorate (SED)</td>
</tr>
<tr>
<td>Grade/ Salary:</td>
<td>Grade 5, £33,294 - £37,655 (pro-rata)</td>
</tr>
<tr>
<td>Contract Type</td>
<td>Permanent</td>
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<tr>
<td>Hours:</td>
<td>35 hours per week (Full time)</td>
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<tr>
<td>Location</td>
<td>New Cross, London</td>
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**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-recruitment@gold.ac.uk to make your request.

**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

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**Stonewall DIVERSITY CHAMPION**

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

School Student and Programmes Hubs bring together elements of programme administration, discipline specific support and manage front line enquiries for students. The team will work closely with Academic Departments, 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 several 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 that you meet the essential criteria categorised below, you will not be short-listed for 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

<table>
<thead>
<tr>
<th>Essential Criteria 1 - Qualifications</th>
<th>Category</th>
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<tbody>
<tr>
<td>First Degree or equivalent experience</td>
<td>A, C</td>
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<tr>
<th>Essential Criteria 2 - Experience</th>
<th>Category</th>
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<tbody>
<tr>
<td>Experience of working in administration within an education environment</td>
<td>A, I, T</td>
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<tr>
<td>Experience of stakeholder management, ability to work with a broad range of stakeholders in a professional and assured manner</td>
<td>A, I</td>
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<tr>
<td>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</td>
<td>A, I</td>
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<tr>
<td>Experience of managing and delivering a portfolio of services which support the delivery taught provision, with a proactive, development focused and transparent approach</td>
<td>A, I</td>
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<tr>
<th>Desirable Criteria 2 - Experience</th>
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<tbody>
<tr>
<td>Experience of using student record or equivalent systems in an education or other relevant setting.</td>
<td>A, I</td>
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<th>Essential Criteria 3 - Knowledge</th>
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<tr>
<td>Good working knowledge of Microsoft packages and confidence in learning new packages and systems</td>
<td>A, I, T</td>
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<tr>
<td>Knowledge and understanding of core academic and administrative functions in higher education.</td>
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<tr>
<th>Essential Criteria 4 – Skills</th>
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<td>Excellent communication skills and ability to draft accurate correspondence which concisely conveys complex information.</td>
<td>A, I, T</td>
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<tr>
<td>Ability to manage stakeholder relationships persuasively in a professional and assured manner</td>
<td>A, I</td>
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<tr>
<td>Excellent organisation skills with the ability to plan across an academic cycle.</td>
<td>A, I</td>
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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).

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.

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.

For more information about the role, please contact Rowena Bunting (r.bunting@gold.ac.uk).

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.