

Function: Business Faculty Professional Services	
Our Values:	Inclusive, Collaborative, Impactful
Our Principles:	Creating Opportunities, Building Partnerships, Delivering
Sector Focus:	Working in partnership with each other and the academic team to provide the admin and technology support that ensures effective processes that support the student experience. Delivering an excellent service support to all stakeholders.

University of Greenwich:

The University of Greenwich is home to a truly global community of staff and students, and we value the talents and lived experience of each and every one of them. We believe in Education without Boundaries: supporting our students to achieve their ambitions because of, not despite, their background.

We are a positive force for change. Our impressive reputation for teaching and learning earned us a Silver rating in the 2017 Teaching Excellence Framework and we offer students an extensive portfolio of academic programmes.

We also provide applied research and enterprise that is recognised nationally and internationally. Our research is regularly acknowledged as among the best in the world, with particular strengths in natural resources, pharmaceutical science, and computational modelling.

Function Key Attributes:

Key function that provides a streamlined and effective support to students and academics to ensure a quality assured and smooth set of processes that lead to an excellent student experience. The function covers a range of highly impactful areas such as timetabling and processing of data/input as well as support for students in employability and enterprise activities.

Overall Function Purpose:

- Executive Support
 - Supporting the Faculty's executive team with effective diary management
 - Supporting the staff recruitment process including efficient and timely organisation of interviews, distribution of paperwork to panel members and other administrative support
 - Providing excellent secretarial support to Faculty Board and guidance its to sub-committees' secretaries
 - Supporting the administration of Faculty research degree programmes to a high standard
- Space management and staff room allocation
 - Organising smooth staff workstation moves within allocated Faculty offices
 - Ensuring swift allocation of workstations to new staff
 - Organising room redecoration as and when required to meet staff needs
 - Overseeing furniture purchasing, recycling and redistribution in line with the University's vision for sustainability

- Finance administration
 - Organising the effective recording and payment of invoices incurred by the Faculty
 - Oversight of overtime and expenses payments process within the Faculty
 - Efficient booking of tickets and accommodation for conference attendance and overseas travel in line with University guidelines on travel and accommodation costs
 - Accurate collation and recording of relevant receipts and delivery notes for financial year-end
- Timetabling
 - Coordination of Faculty timetabling requirements, query management and clash resolution
 - Oversees student allocations to groups
- Marketing and Communications
 - Outward marketing and communications for the Faculty
 - Management of Faculty social media platforms
 - Liaising with central marketing, communications and recruitment team and web team over web and digital content
 - Liaising with programme leaders on marketing and communication information regarding their programmes
- Events
 - Faculty student recruitment events including open days and taster days
 - Faculty conferences and events for staff, students and external audiences
- Generator
 - Support to student entrepreneurs including mentoring and workshops
 - Management of enterprise and social enterprise challenges
 - Partnerships with local SMEs
- MBA placements
 - Deliver the Greenwich Business School's strategy of enhancing, enriching, and extending its relationship with employers and professional bodies to achieve employability skills for all students on an MBA programme through internships.
 - Work in partnership with other offices in the University- especially the academic programme team, Retention and International Office and Tier 4 Visa compliance to align practices, policies and regulations
 - Collaborate with the academic programme team to research, assess and implement alternative internship models.
 - Adopt a business-focused approach, embedding real work experience and employer engagement into the curriculum to help deliver improvements in student preparation
 - Delivering 1-1 tailored employability support to the MBA Cohort, workshops to prepare them and be work ready, as well as a series of employability focused events.
 - :Creating a range of events and opportunities for students to engage with employers directly through campus networking, speed interviews and networking opportunities.
 - Looking after the paperwork authorisation of all the placements falling under the MBA Cohort, ensuring that the role secured by the students include a managerial element in lines with the CIPD work frame.
- Programme and academic administration support

- Providing excellent administrative support to the faculty overseeing assessment submission process - submission links, grade entry and marking turnaround to ensure adherence pre/post PAB
- Supporting the faculty efficiently by problem shooting – liaising with SRs re: student attachments to modules, TT queries, facilitating programme changes
- Supporting the faculty to a high standard collating module mentoring reports for SAPs, set up of Evasys, personal tutor allocations and minuting meetings
- Organising efficient and positive student experience by providing students with access to links for online classes where necessary, set up of Moodle groups, facilitating appeals and withdrawals/interruptions, updating assessment dates on 'Map My Assessment' screen on Banner, assisting with Open Days and induction/pre-arrival process
- Providing a high standard of administrative support for Professional Accreditation/CIPD mapping for admin related tasks
- Supporting exceptional response rates and support from the shared GBS-studentsupport inbox and efficient sign posting, trouble shooting and solution focused assistance
- Student Helpdesk
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- Retention and Success
 - Providing a high standard of monitoring weekly attendance of taught students and providing support for any underlying issues, ensuring provision of well-being and sensitivity to all issues
 - Facilitating monthly engagement monitoring for PGR and placement students
 - Supporting and encouraging students to re-engage with their studies
 - Organising proficient processing of interruptions and withdrawals
 - Facilitating the academic appeals process for withdrawn students and adhering to Compliance regulations
 - Organising an excellent face to face experience for students and providing first-hand support
- Learning Technology Support

- Faculty IT hardware support
 - Moodle support and guidance
 - Hybrid learning and technology support for academics
- Standards and Partnerships
 - Oversight of extenuating circumstances
 - Oversight of academic misconduct
 - Oversight of exams coordination
 - Oversight of external examiner liaison
 - Oversight of programme administration for TNE/franchise partners
 - Work closely with University's Quality Team
 - Work closely with link tutors, programme leaders and overseas partners
- Accreditation support
 - Support new applications and reaccreditation with the Faculty's professional bodies
 - Set out frameworks and approaches to ensure continued success with accreditations
- Health and Safety
 - Management of H&S information and compliance within the Faculty
 - H&S risk assessment support
 - H&S room inspections
 - H&S DSE assessment management and oversight
 - Secretarial responsibilities for Faculty H&S Committee