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| Role | Graduate Studies Officer or Senior Graduate Studies Administrator | | |
| Standardised job description code | GENAT-04 | Grade | 6 |
| Role Purpose | | | |
| To manage graduate admissions and student administration processes, ensuring efficiency, compliance, and continuous improvement. This role involves overseeing student progression, providing expert advice to students and academics, supervising junior staff, analysing data to inform decision-making, and supporting student well-being through signposting and pastoral care. | | | |
| Grade Descriptors | | | |
| [high level core purpose commensurate with grade descriptor] =not to be edited | | | |

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| * Independently manage administrative processes and resolve matters, demonstrating proactive problem-solving skills. |
| * Provide supervision and guidance to junior staff members within the department, fostering their professional development. |
| * Participate in collaborative decision-making processes regarding administrative tasks, suggesting and implementing enhancements to existing procedures to drive improvements. |
| * Take ownership of the quality assurance within administrative operations, establishing and refining protocols as necessary. |
| * Gather, interpret and analyse information or data, for interpretation by others to support informed decision-making. |
| * Contribute to sections of comprehensive papers/reports, ensuring accuracy and relevance of information presented. |
| * Apply expertise in relevant systems, processes, policies and procedures to drive standards for the administrative service. |
| * Provide a sensitive and supportive first point of contact for students, recognising signs of distress and ensuring appropriate signposting to relevant support services. Demonstrates awareness of student well-being needs, fostering an inclusive and supportive environment within administrative processes and communications |

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| **CORE RESPONSIBILITIES [high level work which applies to multiple employees]** |
| Guidance on what can be changed can be found in the Toolkit for Managers & HR  Changes to core responsibilities must be checked and verified at local HR level to ensure edits are appropriate and remain within grade descriptor boundaries described above |
| ADMISSIONS |
| * Manage and optimise the recruitment and admissions processes, ensuring efficiency, compliance, and a positive applicant experience. |
| * Provide expert advice to academics and prospective students regarding admissions policies, procedures, visa requirements, and funding. Manage enquiries and provide guidance to prospective applicants, resolving issues, signposting to other resources and sub-departments where appropriate, offering a high level of customer service |
| * Act as a liaison between the department and the Graduate Admissions Office, ensuring smooth communication and resolution of complex queries. *(For example, answering questions and sifting/processing information on applications, drafting offers letters and correspondence)* |
| * Manage and analyse admissions data, tracking trends to inform strategic decision-making and improvements to outreach or selection processes. |
| * Maintain information on postgraduate programmes and admissions on the department website, ensuring information on the graduate admissions webpages are correct and up-to-date; update the graduate handbook and prospectus as appropriate. |
| * In collaboration with the other graduate studies administrators, contribute to the planning and co-ordination of a high-quality student induction, liaising with stakeholders across the Department and Division to draw up a programme of activities to welcome graduates, and to deliver cohort sessions. |
| ON-COURSE SUPPORT |
| * Act as primary point of contact for students, and academics, to interpret, provide advice and guidance on university regulations and practice relating to graduate matters, signposting to University services and opportunities as appropriate, making a judgement on when to refer queries to senior staff. |
| * Track student progress, manage, plan, and optimise the process for on-course student progression, ensuring timely completion of forms, accurate record-keeping, and proactive intervention for students at risk of delays.   *(For example, logistic matters, revising handbooks, gathering and interpreting data for management, course reviews, keeping track of expenditure, visitor arrangements and complex travel/visa arrangements, managing inductions for new students, maintenance of student files, student progress and funding records within the Faculty and development of efficient protocols and procedures)* |
| * Contribute to broader graduate activities within the Faculty/Department, assisting with setting standards, identifying data trends, making improvements and monitoring effectiveness. Keep up-to-date with regulation changes at university national and international levels, proposing and implementing changes as appropriate. |
| * Support the administration of examinations ensuring correct examinations procedures are followed, in adherence with confidentiality and compliance with the Data Protection Act (For example providing support and procedural advice to the Chair of Examiners and their Boards) |
| * Acting as a point of referral for organising, prioritising, delegating tasks and keeping team members up-to-date with information or administrative developments. |
| * Provide confidential support related to student funding and welfare concerns, acting with tact and diplomacy, escalating matters appropriately. Advise academic staff and graduate students on common welfare issues and queries, interpreting relevant University and Department procedures and policies |
| * Coordinate committee work, including organising business, preparing agendas and ensuring actions are dealt with in a timely manner. Participate in the Departmental Graduate administrators’ committee and other relevant forums to share information and exchange best practice. |
| * Establish effective working relationship and networks with the other graduate studies administrators, DGSs, academics and other administrative staff in the Department and wider Division to ensure smooth communication and the alignment of Departmental academic administration and University policy and procedures |
| * *[IF RELEVANT]* Provide administrative oversight to student funding queries, budgets and financial matters in liaison with Finance, ensuring compliance with University policies and procedures. |
| Selection Criteria ESSENTIAL [defined by SJD] |
| * Degree or equivalent qualification, or relevant professional experience in a similar administrative or student-facing role. * Significant experience of working within the Higher Education sector or a comparable environment * Excellent organisational and project management skills, with the ability to independently manage a complex and challenging workload, prioritising multiple tasks, and working to tight deadlines * Ability to work systematically and to a high level of accuracy, with excellent attention to detail, and remain calm even when working under pressure * Strong communication skills (written and oral), and the ability to convey complex information to different audiences within an educational setting * Excellent interpersonal skills and ability to communicate sensitively and tactfully, both orally and in writing, with individuals at all levels within the University * Able to act with diplomacy and handle confidential tasks, understanding when discretion is required in sensitive work * Positive attitude to working in an environment of change, together with flexibility and the willingness to adapt tasks and learn new skills as the role develops. * Willingness and ability to work harmoniously as a team member as well as to work independently and to take the initiative to find solutions to problems, or to progress key tasks, with the ability to exercise independent judgement. * The capacity to quickly acquire a comprehensive knowledge and understanding of complex procedures, (e.g. examination regulations) in order to be able to give advice on these. * Good IT skills, including Microsoft Outlook, Word and Excel, and experience of using databases to record and maintain information. * A high level of numeracy and confidence in working with financial information and processes. |

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| Desirable |
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| Date |  |
| Edits to core responsibilities checked & verified against grade descriptor by {Departmental HR contact}: |  |