



St George's School of Health and Medical Sciences

City St George's, University of London

Education Operations

Postgraduate Officer

Ref: 740-24-R

JOB DESCRIPTION

Post Title	Postgraduate Officer
Grade	Grade 5
Contract type	Permanent
Responsible to	Programme Manager: Taught Postgraduate Programmes
Accountable to	Interim Lead Education Operations
Responsible for	N/A
Liases with	Academic Registrar, Head of Postgraduate Administration, Head of the Graduate School, Deputy Head of the Graduate School (Taught courses), and Postgraduate Course Directors and Module Leads

Overall purpose of job

The Postgraduate Officer will be a key member of the Postgraduate programme team helping to support a number of online and on campus postgraduate programmes. The post holder will take the lead in ensuring the smooth running of a number of specified postgraduate degree programmes. S/he will work autonomously to deliver all programme related activities across the student lifecycle, following admission to SGUL, including enrolment, timetabling, evaluation and assessments. S/he will need to be highly motivated, able to take the lead in complex administrative tasks and communicate complex regulations. To undertake project work to support the development of new and existing courses as well as the work of the Graduate School.



1. Main Duties and Responsibilities

Postgraduate Course Administration

- To work autonomously to provide administration for a number of St George's, University of London's postgraduate taught programmes and manage the overall planning, organisation and smooth running of these programmes.
- To take the lead in the implementation of St George's, University of London policies and procedures for those programmes. The postholder is responsible for: interpreting these policies and procedures and advising academic and administrative staff (e.g. at Board of Examiners' meeting), as well as students, as required e.g. exceptional circumstances, interruptions of studies and withdrawals.
- To prepare and update accurate information for publication about the course in prospectuses, websites, directories, and promotional events, in collaboration with Student Recruitment.
- To liaise with module leaders and other academic staff to plan teaching timetables for the courses, booking rooms, acting to resolve clashes, ensuring that staff and students are informed appropriately.
- To develop and update content for handbooks and the online timetable to ensure that all relevant information is up-to-date and readily available/accessible to staff and students.
- To be responsible for the overall design and maintenance of the Virtual Learning Environment (Canvas) to include programme material and timetables.
- To manage individual student issues e.g. non-attendance, timetable clashes, recommending courses of action and preparing appropriate communications with reference to course guidelines and regulations, in liaison with the appropriate Course Director.
- To prepare data for the Student Experience team to enable them to run SOLTS (Student Online Teaching Survey). Analysing and explaining content for staff and ensuring that summaries are circulated appropriately, and action plans devised to address issues raised.
- To coordinate the grading of assignments e.g. distributing work to markers, collating and communicating grades and comments on marked work to students, entering marks into the student record system (SITS).
- To arrange assessments and presentations, collation of marks and distribution of grades.
- To manage arrangements for Boards of Examiners and acting as secretary to Board meetings, liaison with the External Examiners, including preparing samples of work for review by External Examiners. Ensuring the integrity and accuracy of any data considered at a Board, minuting Board meetings and managing any resulting action points. To develop processes within the taught postgraduate provision to promote consistency of marking and Board of Examiner scrutiny.
- To manage arrangements for Course Committees for postgraduate courses as required, including preparing agendas, arranging and attending meetings, taking minutes and acting on decisions as agreed.
- To manage and maintain electronic student records so that they are accurate and up to date, including mark entry and award processing, and carrying out regular audits to ensure the quality of this data.
- To manage and maintain electronic module records so that they are accurate and up to date, including assessment and teaching dates, assessment patterns, and module diet set up.
- To write and circulate whole cohort communications, presenting key information to students regarding assessment and regulations of their course.
- To provide general support to the Course Directors and module leads.



Support to Graduate School

- To plan for and manage annual events such as induction.
- To advise students who are having difficulties and signpost students to the range of student support services accordingly, in addition to outlining University procedures and regulations e.g. extenuating circumstances.
- To provide support for project work undertaken in the Graduate School, for example coordinating careers workshops or updating webpages.
- To provide support for the development of new and existing courses, including validation, periodic review and re-validation processes.

General

- To undertake training and staff development as appropriate to the grade and nature of the post.
- To be a flexible member of the Graduate School in advising and assisting other team members.
- To undertake other duties as may be requested by the line manager and are commensurate with the grade of the post as new courses are developed.
- To contribute to the good practice and standardisation of procedures across the university.
- Be an active team member of the postgraduate team, provide support and specialist advice to other team members and course teams.
- Contribute to and propose projects to be undertaken by the postgraduate team.
- To provide support to the postgraduate team within the Graduate School, answering student and staff queries and resolving problems for other postgraduate courses, as required.
- To undertake training and staff development as appropriate to the grade and nature of the post.
- To be a flexible member of the Graduate School in advising and assisting other team members e.g. explaining policies and procedures.
- To undertake other duties as may be requested by the Graduate School and are consonant with the grade of the post.

It is expected that staff working with St George's School of Health and Medical Sciences, will be involved in our mentoring and tutoring activities, as appropriate, as well as supporting admissions, student recruitment and access and widening participation activities (MMI interviews, Open Days, school visits, clearing etc) where applicable. All academic staff are expected to act as a personal tutor.

You are also expected to undertake other activities appropriate to your grade as directed by your manager. This job description reflects the present requirements of the post. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder from time to time. City St George's, University of London aims to provide opportunities for all its employees to develop the skills required to be successful in their role and to further develop their careers.

St George's School of Health & Medical Sciences, University of London, is committed to the San Francisco Declaration on Research Assessment (DORA) principles.



Person Specification

Criteria	Description	Essential/ Desirable	How it is to be tested
Qualifications	Undergraduate degree or equivalent experience	E	AF
	Good standard of general education (including English and Maths)	E	AF
Experience	Experience within an autonomous administrative role in the university sector	E	SS1 , INT
	Experience of course administration	D	INT
Knowledge/ Skills	Excellent organisational skills and the ability to organise complex information and work with complex administrative systems/processes	E	SS2 , INT
	Ability to consistently work to a very high level of attention to detail, including when working under pressure	E	SS3 , INT
	Ability to work successfully as part of a team, and on own initiative	E	AF, INT
	Excellent time management skills and the ability to prioritise workload to meet strict and often overlapping deadlines	E	SS4 , INT
	Excellent IT skills including the use of Microsoft Word and Excel, email and the internet, as well as experience of using databases and a willingness to learn the use of new software	E	SS5 , INT
	Experience of and familiarity with SITS database	D	INT
Personal Attributes	Excellent interpersonal skills and ability to negotiate with academic colleagues and deal professionally with students and staff at all levels	E	INT
	Highly motivated, proactive and flexible	E	AF



	Reliable and approachable	E	INT
	Able and willing to multi-task	E	INT
	Systematic and logical	E	INT

Key:

PQ=Prerequisite Qualification, AF=Application Form, CV=Curriculum Vitae,
 SS=Selection/Supporting Statements, ST=Selection Test/Presentation, INT=Interview

Note: Elements marked SS (Supporting Statements) in the Person Specification will be highlighted in Step 6 (Supporting Statements) on the online application form. Applicants' answers to Step 6 are an essential part of the selection process. Applicants should write individual supporting statements to demonstrate how their qualifications, experience, skills and training fit each of the elements highlighted in this section.

Applicants should address other elements of the Person Specification in Step 7 (Additional Information). Shortlisting will be based on applicants' responses to Step 6 **and** Step 7. Therefore applicants should complete both sections as fully as possible on the online application form.

Updated October 2024



About City St George's, University of London

City St George's, University of London is the University of business, practice and the professions.

City St George's attracts around 27,000 students from more than 150 countries.

Our academic range is broadly-based with world-leading strengths in business; law; health and medical sciences; mathematics; computer science; engineering; social sciences; and the arts including journalism, dance and music.

In August 2024, City, University of London merged with St George's, University of London creating a powerful multi-faculty institution. The combined university is now one of the largest suppliers of the health workforce in the capital, as well as one of the largest higher education destinations for London students.

City St George's campuses are spread across London in Clerkenwell, Moorgate and Tooting, where we share a clinical environment with a major London teaching hospital.

Our students are at the heart of everything that we do, and we are committed to supporting them to go out and get good jobs.

Our research is impactful, engaged and at the frontier of practice. In the last [REF \(2021\)](#) 86 per cent of City research was rated as world leading 4* (40%) and internationally excellent 3* (46%). St George's was ranked joint 8th in the country for research impact with 100% of impact cases judged as 'world-leading' or 'internationally excellent. As City St George's we will seize the opportunity to carry out interdisciplinary research which will have positive impact on the world around us.

Over 175,000 former students in over 170 countries are members of the City St George's Alumni Network.

City St George's is led by Professor Sir Anthony Finkelstein.



St George's School of Health and Medical Sciences currently offers a range of employee benefits:

Salary: £33,882 pa, including London Allowance (pro-rated for part-time staff). The salary range for **Grade 5** is £33,882 – £37,999 including London Allowance, but appointment is usually made at the minimum point.

Hours: 35 hours per week which can be done flexibly in various ways or part time/job share can also be considered. Staff are expected to work the hours necessary to meet the requirements of the role and this will be dependent on the service area.

Annual leave: 30 days per annum. Plus eight UK public holidays and four days when City St George's, University of London is closed (usually between Christmas and New Year). Part time staff receive a pro rata entitlement.

Pension: Membership of competitive pension schemes with generous employer contribution and a range of extra benefits.

[Superannuation Arrangements of the University of London \(SAUL\)](#)

[London Pension Fund Authority \(LPFA\)](#)

[Universities Superannuation Scheme \(USS\)](#)

[National Health Services Pension Scheme \(NHSPS\) \(existing members only\)](#)

Flexible working Flexible working, including part-time or reduced hours of work, opportunities to work from home for many posts, compressed hours and local flexibility in agreeing start and finish times of work.

Travel City St George's, University of London offers an interest free season ticket loan and participates in the [Cycle to Work Scheme](#).

Gift Aid If you would like to make a tax-free donation to a charity of your choice, this can be arranged through our Payroll.

Sports and Leisure Facilities Rob Lowe Sports Centre, situated on the St George's Healthcare NHS Trust site offers exercise facilities that can be utilised by City St George's, University of London staff.

Within walking distance from St George's is Tooting Leisure Centre. Facilities include a swimming pool, gym and various exercise classes. The Centre offers staff an all-inclusive corporate membership. For more information please contact [Tooting Leisure Centre](#).



Shops and facilities There are a number of shops and facilities situated on site including ATMs, student bar and shop, Pret a Manger, M&S Simply Food store, library and multi-faith room.

Informal enquiries

Informal enquiries may be made via email to: edyer@sgul.ac.uk

Making an application

All applicants are encouraged to apply on line at <http://jobs.sgul.ac.uk> as our system is user friendly and the online application form is simple to complete. Please note that CVs only will not be accepted.

For any accessibility issues please contact hrhelp@sgul.ac.uk

Closing date: **Monday 03 February 2025**

Interview date will be TBC. As shortlisted candidates will be notified by email, it is imperative that you provide an email address that is accessed frequently.

Please quote reference **740-24-R**

We are delighted that you are interested in working at St George's School of Health and Medical Sciences. You will be notified of the outcome of your application by email. We aim to respond to all candidates within 5 weeks of the closing date of the vacancy.

