

Job Purpose

To provide comprehensive student support to University of Glasgow students on programmes delivered in partnership with the University of Electronic Science and Technology of China (UESTC) and administrative support to the team of fly-in lecturers and locally appointed staff in the delivery of Transnational Education (TNE) programmes in China. To be responsible for maintaining and developing key systems within Glasgow College Hainan UESTC in liaison with academic and administrative staff supporting TNE in Glasgow.

This post is based at Glasgow College Hainan UESTC located at Li An International Education Innovation Pilot Zone Binhai Campus, Hainan Province, PRC.

Main Duties and Responsibilities

1. Administration of UESTC examinations for TNE programmes including managing preparation of exam papers, ensuring the moderation process is followed. General administration of coursework and exams at all levels, under direction of the Administration Manager (Glasgow College Hainan UESTC). A robust quality assurance system is required to ensure all our students are fairly assessed during the academic year.
2. Responsible for producing timetables for all GCUESTC staff each semester, working closely with the programme director who allocates staff duties and resources, ensuring any ad hoc changes in the timetable are reported and announced to staff and students properly.
3. Provide administrative support to our GCUESTC staff student liaison committees (SSLC) which occur each Semester. Clerk SSLC including venue & catering bookings and work closely with academic colleagues and GCUESTC staff to gather responses to student enquiries in a professional manner.
4. Provide support for Visiting Graduate Teaching Assistants including their lab session schedules and Q&A session schedules, monitor and generate monthly demonstration claims for financial process.
5. Responsible for graduation related tasks including supporting the production of students HEAR's, communicating with all levels of staff including UoG Registry department and students regarding their GPA calculation, transcript printing and distribution, and operational administrative support of graduation ceremonies and local promotional activities.
6. Communicate efficiently, effectively and courteously with staff in Glasgow and China. This includes staff at all levels such as Deans, Programme Directors, academics, administrative staff and students on a wide range of complex TNE enquiries relating to policy, procedure and systems.
7. Support for Fly-in/Fly-out and local GCUESTC academic staff under the direction of the Administration Manager.
8. Assist with enquiries in busy general office, in person, by email and telephone ensuring the highest standard of customer service is provided. Maintain a high level of student experience.
9. Provide administrative support and interface files for regular events in the student lifecycle, recruitment, registration & enrolment, induction and other student or staff events with University of Glasgow representation.
10. Undertake any other duties and any relevant training as directed by the TNE Operational and Teaching Manager and/or Learning and Teaching Manager.

Knowledge, Qualifications, Skills and Experience

Knowledge/Qualifications

Essential:

A1 SCQF Level 7 (SVQ Level 3) or equivalent OR evidence of progression and development gained through a strong track record of relevant work experience.

A2 High degree of computer literacy including the use of specialist software and Microsoft Office and in particular Excel.

Desirable:

B1 Knowledge of University and Higher Education procedures.

B2 IELTS at 6.0

Skills

Essential:

C1 Excellent advanced IT skills in all Microsoft packages, especially Excel.

C2 Ability to maintain student records and develop systems for dealing with complex rules C3 A high level of numeracy skills.

C4 Excellent organisational, planning and time management skills. C5 Excellent communication and interpersonal skills, particularly communicating with students and staff at all levels.

C6 Ability to work accurately under pressure, and prioritise a busy workload responding to changing priorities as appropriate whilst maintaining a high standard of customer service. C7 Ability to use own initiative and be pro-active in planning ahead.

C8 Ability to work under minimal supervision as well as working as part of an extended team. C9 Deal with confidential matters with tact and discretion.

C10 Excellent attention to detail (e.g. accuracy and precision in data entry). C11 Flexibility and willingness to adapt to change.

C12 Proven analytical and problem solving skills. C13 Experience of clerking committees and producing minutes.

C14 Excellent command of English with ability to communicate both verbally and written to a high standard.

Desirable:

D1. Ability in coding.

D2. Demonstrable ability in the use of PIP, BiQuery, MyCampus, and Moodle.

Experience

Essential:

E1 A strong track record of relevant work experience preferably within Higher Education

E2 Experience of producing large spreadsheets using multiple formulae and writing macros for efficient processing of data. E3 Experience of planning and progressing work activities within established guidelines.

E4 Proven ability to develop and provide strong customer service to a range of stakeholders

E5 Teaching administration experience

Desirable:

F1 Experience of applying the Code of Assessment to student progress and the application of relevant policies and procedures relating to TNE.

F2 Experience of using My Campus or other student records system

Dimensions

The role supports three dual degree programmes with UESTC in China, with approximately 2000 Engineering undergraduate students, as well as support for future programmes which will contribute to an increased student community.

Job Features

Planning & Organising:

- Responsible for monitoring service objectives, planning and prioritising work for the months ahead and, where relevant, short and medium-term targets.
- Prioritising a large workload independently and within tight time constraints.
- Improve and implement harmonized administrative processes across our TNE locations to ensure all students are treated consistently.

Decision Making:

- Responding to TNE enquiries timely and appropriately to minimize academic workload.

- Interpret and apply complex degree regulations.
- Decide on appropriate action for handling complex issues/problems
- Procure and provide a range of detailed information to internal and external stakeholders to make decisions related to the provision of TNE programmes.

Internal/External Relationships:

- Communicating closely, in person and by email with TNE students, staff, and overseas institutions. Liaising by email, telephone and in person with advisors, peers in other areas of the University and potential students.
- Liaising closely with academic and administrative colleagues; based overseas; in UESTC, and other partner institutions.

Problem Solving:

- Plan and develop systems to ensure robust QA of student data.
- Proactive in identifying problems and providing solutions.
- To act as point of contact for incoming TNE administrative enquiries and provide solutions to issues arising in line with UofG policies and procedures.

Other:

- The post plays a crucial role in enhancing the School's Learning and Teaching strategy, particularly in relation to TNE

- Maintain effective electronic students record in accordance with University guidelines.
- Ability to travel to the home campus in Glasgow, Scotland may be required for training purposes.
- Ability to travel to the Chengdu campus may be occasionally required for short periods for training and support purposes.
- The successful candidate will be employed by Hainan FESCO.

Terms and Conditions

Terms & Conditions

The successful candidate will be employed by Hainan FESCO and based at Glasgow College Hainan UESTC located at Li An International Education Innovation Pilot Zone Binhai Campus, Hainan Province, PRC.

Salary in the range of RMB 220,000 – RMB 260,000

To apply for this position please click on the link below:

https://mp.weixin.qq.com/s/KHE6EJlfl50g4pFKx9_LTg

This post is full time and open ended.

As part of Team UofG you will be a member of a world changing, inclusive community, which values ambition, excellence, integrity and curiosity.

As a valued member of our team, you can expect:

1 A warm welcoming and engaging organisational culture, where your talents are developed and nurtured, and success is celebrated and shared.

2 An excellent employment package with generous terms and conditions including 41 days of leave for full time staff, pension - pensions handbook

<https://www.gla.ac.uk/myglasgow/payandpensions/pensions/>, benefits and discount packages.

3 A flexible approach to working.

4 A commitment to support your health and wellbeing, including a free 6-month UofG Sport membership for all new staff joining the University <https://www.gla.ac.uk/myglasgow/staff/healthwellbeing/>.

We believe that we can only reach our full potential through the talents of all. Equality, diversity and inclusion are at the heart of our values. Applications are particularly welcome from across our communities and in particular people from the Black, Asian and Minority Ethnic (BAME) community, and other protected characteristics who are under-represented within the University. Read more on how the University promotes and embeds all aspects of equality and diversity within our community <https://www.gla.ac.uk/myglasgow/humanresources/equalitydiversity/>.

We endorse the principles of Athena Swan

<https://www.gla.ac.uk/myglasgow/humanresources/equalitydiversity/athenaswan/> and hold bronze, silver and gold awards across the University.

We are investing in our organisation, and we will invest in you too. Please visit our website <https://www.gla.ac.uk/explore/jobs/> for more information.