

Job Description

Job Title: Doctoral College PGR DTP Administrator

Faculty/Directorate: Research Services, Doctoral College

Grade: D

Role profile: SMD2

	Duties of the role
Overall purpose of the role	This role is responsible for the administration relating to DMU funded doctoral training consortia. This vital role is the main administrative link contact, a key aspect of DMU's commitment to these partnerships. This role is complex and multi-faceted, ensuring we deliver on our partnership promises, involving all aspects of the scholarship PGR lifecycle, from PGR admissions through to final award. Due to the varied and broad nature of the work, this role requires attention to detail, the ability to multi-task, balance numerous priorities and to be self-motivated and self-directed. As the role holder will be communicating with staff at all levels of the University, external partners as well as PGRs, a highly professional attitude and the ability to complete work to a very high standard are essential. The post-holder will work as part of a wider team, dedicated to supporting our postgraduate researcher community, their supervisors and all stakeholders associated with postgraduate research at DMU. The post-holder will work under the direction of the Doctoral College Assistant Manager and will manage their own workload.
Main duties and responsibilities	This professional services support role is vital in ensuring that we fulfil our doctoral training consortia partnership commitments, and that we maximise these partnership opportunities for the benefit of DMU and our funded scholars. Day to day activities include acting as the main point of contact externally for our doctoral training partners, as well as internally for all staff and PGRs associated with these scholarship schemes. The main duties and responsibilities of the role include, but are not limited to: • Providing specialist advice, information and guidance to PGRs, PGR supervisors and other PGR stakeholders across the University, providing specialist information and advice around consortium processes and University regulations. • Providing complex administrative support to a high standard, supporting the needs of all our stakeholders, liaising with colleagues across all levels at DMU.

	Duties of the role
	• Attending consortium meetings, advising on DMU policy, and taking minutes as required. • Co-ordinating and processing the Faculty Review Panel outcomes in liaison with Faculty/ Institute Heads of Research Students, ensuring all progression administration is accurately completed. • Ensuring Faculty Review Panel outcomes meet Research Degree Committee precedents and regulations and report back to the Doctoral College Assistant Manager, where required. • Ensuring Faculty/ Institute Head of Research Students and Faculty Review Panels complete their required actions for research student progression. • Working closely with other members of the Doctoral College in the processing of re-registration, key milestone reviews, handling fee queries, supporting thesis submission, viva and awards process. • Monitoring completion of individual research student milestones and carry out Doctoral College processes to ensure compliance with the regulations. • Providing a professional and knowledgeable customer focussed service at all times, including reception duties (shared with other members of the Doctoral College office) and dealing with wide ranging queries. Play an active role in the development of processes and standard operating procedures in order to facilitate this. • Providing specialist advice, information and guidance to PGRs, PGR supervisors and other PGR stakeholders across the University, providing specialist information and advice around consortium processes and University regulations. • Providing complex administrative support to a high standard, supporting the needs of all our stakeholders, liaising with colleagues across all levels at DMU. • Providing support to any project work as required under the guidance of the Doctoral College Assistant Manager. • Administering the central University student databases (SAP) and any local records through ResJourney or additional systems. Providing data and reports as requested for REF, HESA and other bodies, both internal and external. • Being a positive and proactive member of internal working groups as required and reporting back to the Doctoral College Assistant Manager / Head of Doctoral College and Researcher Development and wider Doctoral College team as necessary. • Working with the Researcher Development team to showcase doctoral training events for particular PGR cohorts, providing reports as needed to evidence our work in this area.

	Duties of the role
	• Providing supporting to the promotion and administration of the Postgraduate Research Experience Survey (PRES) to ensure maximum engagement from our PGR community. • Playing an active role in supporting the induction of new PGRs at the three annual induction sessions • Proactively undertaking continuous improvement projects to ensure the Doctoral College continues to offer an exemplary service to both PGRs and colleagues alike. • Playing an active role in the contribution and development of new ideas benchmarking DMU against competitor HEIs and sector best practice. • Ensuring that EDI is at the heart of our processes and making recommendations to change and improve regulations and processes as needed. • Keeping up to date with sector best practice and benchmarking representing DMU at external working groups and network meetings. • Providing secretarial support for committees as required. • Assisting in the informal day to day induction and training of new members of the Doctoral College team. • Providing cover for team members in event of sickness or annual leave. • Contributing to achieving the strategic aims of the University Research Strategy and Doctoral College Strategy. • Performing any other duties commensurate with the job grade as reasonably required from time to time. • Treating all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.

Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications and Training	A degree or substantial experience of higher education administration	Essential		X			X
	Knowledge of HE sector	Essential		X	X		
Previous Experience	Office experience in an administrative capacity in a data sensitive and customer centred environment	Essential		X	X		
	Experience of quality assurance and management of data and records (paper and electronic) with absolute security	Essential		X	X		
	Experience of enquiry management	Essential		X	X		
	Effective team working	Essential		X	X		
	Experience of interpreting and giving advice on complex policies and regulations	Essential		X	X		
	Experience of dealing with a high volume of work, including face to face enquiries with a range of stakeholders	Essential		X	X		
	Experience in complex administrative including contribution to process review and improvement	Essential		X	X		
	Committee servicing		Desirable	X	X		
	Ability to interpret data and write reports	Essential		X	X		
	Experience of contributing to projects		Desirable	X	X		
Specific knowledge, skills, abilities, motivation and attitude	Ability to effectively and accurately communicate in written and verbal form to a wide-ranging audience, including where English is not the first language	Essential		X	X		
	Ability to work accurately, calmly and with attention to detail in a highly	Essential		X	X		

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
	pressured environment with tight deadlines					
	Exemplary interpersonal skills with the ability to adopt a proactive approach, using own initiative, to solving problems	Essential	X	X	X	
	Ability to establish effective working relationships with a wide range of stakeholders	Essential	X	X		
	Sound competency in Word, Outlook, Excel packages	Essential	X	X		
	Competent in database use	Essential	X	X		
	Professional, customer centred and flexible approach to work with the ability to reprioritise and support colleagues when priorities change	Essential	X	X	X	
	Knowledge of Doctoral Training Consortia administration and requirements					
	Project management experience and expertise		X	X		
	Presentation skills					
Other	Occasionally able to work outside normal working hours including evenings and weekends	Essential	X	X		
	Commitment to occasional UK travel	Desirable	X	X		
	Demonstrable commitment to equality and diversity	Essential	X	X		

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**