

Job Title: School Support Officer (Transnational Education)

Unit/School: Cardiff School of Technologies

Grade: 4A/B

HERA: CST67

Core purpose of role

Cardiff School of Technologies' Transnational Education (TNE) activity currently supports more than 6000 students across 6 Partner Institutions around the world. This exciting role based in Cardiff School of Technologies will be responsible for supporting the professional services infrastructure of the expanding TNE portfolio in Cardiff School of Technologies.

Key responsibilities and contributions

- Co-ordinate, develop and support the academic related administration for Transnational Education and Partnerships portfolio within the School.
- Co-ordinate and support the School's quality assurance processes for all Partnership Module Assessments, ensuring alignment, review and approval as required by Link Tutor/Field Specialists and External Examiners to agreed timescales.
- Co-ordinate, manage and support the quality assurance processes within the School for Transnational Education Partners to ensure compliance and submission to agreed deadlines including:
 - Programme Enhancement Plans (PEPs)
 - Modification Procedure
 - External Examiners (appointment and tenure)
 - Discontinuation and Initiation of Programmes
 - Periodic Review and Validation Events
- Co-ordinate and support for the curriculum management of the Transnational Education portfolio, including but not limited to verification of academic calendars and ensuring all programme and module information is correctly recorded across all University systems.
- Act as a champion for any student lifecycle related systems (i.e. VLE, Leganto, MetStats, Student Record System) providing support, training and guidance to staff.
- Provide training, advice, and guidance to academic and professional services at partner institutions to ensure compliance with University systems, process and regulations as required.



- Collate data and information as required to prepare reports for the Associate Dean Partnerships, School Coordinator (Learning & Teaching) or School Resources & Operations Manager as required.
- Act as a central point of contact for matters in relation to School partnerships, including liaison with Partners and across the University, including but not limited to Global Engagement, Quality Enhancement Directorate and Registry Services, to resolve queries as required.
- Assist with the review and implementation of processes and procedures, including adoption of digital tools and systems to ensure efficient and effective services.
- Co-ordinate specific Projects for the Schools' Partnership Portfolios as they arise.
- Provide appropriate support and cover to the wider business support team at the request of the School Coordinator (Learning & Teaching) and School Resources & Operations Manager.

Person specification

Essential qualifications / Professional memberships

- A minimum of 5 GCSE's grade C or above including English Language and Maths, or equivalent experience.

Essential experience, knowledge and skills

1. Excellent literacy & numeracy skills.
2. Excellent written and verbal communication skills.
3. Excellent accuracy and attention to detail.
4. Excellent digital literacy, including the ability to use Microsoft Office packages including Word, Excel and PowerPoint and bespoke IT systems.
5. Excellent interpersonal skills and cultural awareness, including the ability to maintain professionalism, confidentiality, tact and diplomacy at all times.
6. Demonstrable ability to work independently and as part of a team.
7. Demonstrable ability to organise, plan, prioritise and multi-task, ensuring competing deadlines are met by both self and others.
8. Demonstrable ability to use own initiative and provide solutions to complex problems.
9. Ability to work in an agile and flexible manner.
10. Relevant previous administrative experience.
11. Experience of providing excellent customer service.
12. Experience of reviewing practices and procedures and implementing changes to improve processes.

Desirable

1. Knowledge and understanding of international and Transnational Education within the Higher Education environment.
2. IT qualification, e.g. Microsoft Specialist.
3. Experience of working in support of a team of academic staff, administrative staff including interaction with international collaborative partners and senior members of the school.

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements

This post requires a basic DBS check.

Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.