**JOB DESCRIPTION**

**Strategic Partner Business Support Officer**

**Vacancy Ref:** N1800

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Strategic Partner Business Support Officer</th>
<th>Present Grade: 6</th>
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</thead>
<tbody>
<tr>
<td><strong>Department/College:</strong></td>
<td>Student Registry</td>
<td><strong>Present Grade:</strong> 6</td>
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<tr>
<td><strong>Directly responsible to:</strong></td>
<td>Assistant Head of Student Registry</td>
<td>Supervisory responsibility for: Not applicable</td>
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</tbody>
</table>

**Other contacts**

**Internal:**
Student Based Services; Academic Standards & Quality; administrative and academic colleagues within LU Faculties and Departments; Information Systems Services; International Office.

**External:**
Administrative and academic colleagues within Strategic Partner institutions (mainly, but not exclusively: Lancaster University College at Beijing Jiaotong University; Lancaster University Ghana; Sunway University, Malaysia); External specialist software providers: EventMap; TechWales.

**Job purpose:**
The post holder will support the administration of programmes leading to LU awards at Strategic Partner institutions, specifically at Lancaster University College at Beijing Jiaotong University (LUC@BJTU). The post holder will be based within LU Registry but will be required to liaise closely with administrative and academic colleagues in both Lancaster and at Strategic Partner sites to ensure that relevant systems to support teaching and assessment are in place, and processes are followed in line with LU regulations. The post will require occasional short or extended visits overseas to Strategic Partner institutions (mainly, but not exclusively, Lancaster University College at Beijing Jiaotong University).

**Major Duties:**

1. In collaboration with relevant colleagues at LU and LUC@BJTU, oversee student registration and enrolment procedures at LUC@BJTU.

2. In collaboration with relevant IT colleagues, take a lead role in developmental work to configure the Lancaster University student record system (LUSI) to accommodate student assessment records for programmes delivered at LUC@BJTU.

3. In collaboration with relevant IT colleagues, work to develop LUSI Exam Board reports and graduate transcripts, and work to ensure the student on-line interactive transcript is relevant to LUC@BJTU students.

4. Take responsibility for the management of LUC@BJTU student programme/module enrolments and assessment records within LUSI.

5. Test, evaluate and document LUSI system developments specifically related to LUC@BJTU programmes.

6. Ensure LUC@BJTU staff and students have access to relevant systems, especially Moodle and SharePoint, and work with IT colleagues to resolve any system-related issues in a timely manner.

7. Promote and support the ongoing implementation of assessment moderation process and use of SharePoint among LU and LUC@BJTU faculty and administrative staff contributing to LUC@BJTU programmes; this will entail provision of training and support for administrative and academic colleagues.
8. Work with LU departmental administrators and LUC@BJTU Academic Affairs office to ensure exam scripts for marking and/or moderation are supplied to academic colleagues in a user-friendly format and timely manner, and work to ensure assessment requirements and deadlines are met.

9. In collaboration with colleagues at LU and LUC@BJTU, lead the administrative co-ordination of Examination Boards for LUC@BJTU programmes, including preparation and dissemination of relevant documents to Examination Board members.

10. Act as a point of contact for LU academics and administrators, and LUC@BJTU Academic Affairs Office, providing information about relevant policies, procedures and regulations.

11. Engage with other areas of the university involved in the support and development of teaching partners including Faculty and other administrative areas (e.g. working with HR to develop pre-departure guidance for LU Fly-in Faculty assigned to LUC@BJTU programmes; working with Academic Standards & Quality to address revisions to processes or regulations relevant to LUC@BJTU context).

12. Cultivate key internal and external relationships; contribute to the development and maintenance of effective working relationships between LU and Strategic Partners.

13. Provide administrative assistance within LU Registry for all Strategic Partner programmes, according to business needs (e.g. production of award certificates and transcripts for new graduates and alumni; responding to email queries from students; compilation of statistics relating to students at Strategic Partner sites for partnership management groups; data input activities relating to intercalations, withdrawals and student assessment marks).

14. As a member of the Student Based Services, to undertake other relevant duties commensurate with the post as required (e.g. assistance with LU enrolment and LU graduation activities).

15. Undertake continued professional development, as appropriate.

16. Adopt and demonstrate University values and behaviours.