

Function: Student and Academic Services	
Our Values:	Inclusive, Collaborative, Impactful
Our Principles:	Creating Opportunities, Building Partnerships, Delivering
Sector Focus: Student Experience	Delivering the systems and processes and services that support students through their journey outside of the classroom. Ensuring a seamless service that enhances student experience and supporting individual success and progression.

University of Greenwich:

The University of Greenwich is home to a truly global community of staff and students, and we value the talents and lived experience of each and every one of them. We believe in Education without Boundaries: supporting our students to achieve their ambitions because of, not despite, their background.

We are a positive force for change. Our impressive reputation for teaching and learning earned us a Silver rating in the 2017 Teaching Excellence Framework and we offer students an extensive portfolio of academic programmes.

We also provide applied research and enterprise that is recognised nationally and internationally. Our research is regularly acknowledged as among the best in the world, with particular strengths in natural resources, pharmaceutical science, and computational modelling.

Function Key Attributes:

The key focus is to ensure an outstanding student experience so that they are proud to be GRE. Enhancing the student experience through delivery of personalised support.

This is primarily a student impacting function that ensures delivery across the university of the student success sub strategy.

The Student and Academic Services Directorate is responsible for onboarding and ensuring applicants have a smooth transition into the university and have access to all resources required to start their learning journey. We ensure students have the information they need through the communication and induction they receive at the start of their studies. Providing support on accommodation, finance, wellbeing, and all general student queries to overcome barriers they may encounter throughout their studies. We ensure that students can progress through their journey with accurate student records, timetabling, fit for purpose complaints and appeals procedures and academic regulations that deliver and protect the integrity of their degree award. Registry manages conferment's and ceremonies as well as provision of transcripts and outcomes.

Overall Function Purpose:

- To deliver a smooth and effective registration service for all new and continuing students
- Delivering proactive and reactive support through Wellbeing, Finance and International Advice services
- Providing a signposting and general student enquiry service both face to face and remote.
- Providing and managing accommodation for student residents on all three of our campuses

- Leading the production of the university teaching timetables.
- Leading the university's compliance with UKVI regulations
- Providing a quality framework for all academic provision, keeping up to date with requirements from regulatory and advisory bodies.
- Devising, managing and overseeing the student complaints and appeals procedures
- Managing and ensuring accuracy of student and curriculum records to deliver a smooth student learning journey and progression
- Planning and delivering the student graduation award ceremonies twice a year.
- Working with Faculties to respond to data on student engagement to make interventions to reduce withdrawals and interruptions.
- Providing facilities and managing spaces and bookings for sporting activities
- Liaising with external sporting partners to deliver extracurricular sporting activities and opportunities to enhance the student experience.