Job Description (revised June 2017)

Academic Support Manager
Reference: INTOQUB-ASM-06-17

Context
INTO is an organisation working in partnership with leading British Universities and investing in the development of world-class international student centres. It specialises in preparing students for undergraduate and postgraduate study in the UK. INTO Centres deliver guaranteed progression to leading British undergraduate and postgraduate courses. Each Centre is managed by a joint venture management board on which INTO and the partner university are equal shareholders.

Reporting line
The Academic Support Manager reports to the Academic Director.

Job purpose
To manage and plan the academic administration services for all academic staff and students at INTO Queen’s University Belfast, ensuring that the duties are carried out in an efficient and timely manner.

Job dimensions
Be responsible for the academic support team. Will have contact with key stakeholders internally across the organisation as well as external stakeholders, particularly Queen’s University and INTO University Partnerships.

Key accountabilities
- Manage the functions and processes associated with the delivery, monitoring and assessment of academic programmes to the relevant quality standards.
- Provide timely progress reports to all relevant stakeholders.
- Make effective use of management and academic data to create processes that foster continuous improvement of all academic activities within the INTO Queen’s Centre.
- Provide support for the registration and grading of students and the efficient maintenance of student records.
- Co-ordinate INTO Centre assessments, oversee the development and implementation of assessment/examination schedules and supervise the invigilation process.
- Provide timely and accurate management information as required by the Centre Director for the joint venture board.
- Work with the senior academic team and the academic administration team to set up systems for recording grades and ensuring QA procedures are followed in relation to all programmes.
- Manage the processes and people in relation to the co-ordination and management of academic timetables and the availability of teaching space.
- Co-ordinate relevant planning meetings relating to timetabling and resource allocation.
- Work with the academic programme managers to ensure that exam assessments are processed and awards are administered appropriately.
• Ensure that the processes and systems are in place to track and record students’ progress.
• Ensure attendance monitoring is managed efficiently and is compliant with UKVI regulations.
• Establish a calendar of key academic and administrative dates for the academic year.
• Be responsible for the purchasing and recording of academic materials.
• Support the Academic Director in relation to the recruitment of new employees and induction procedures for new staff.
• Liaise with other members of the administration and academic teams where necessary.
• Assume agreed managerial health & safety responsibilities to maintain the health, safety and welfare of employees, students and visitors.
• Assume managerial responsibilities in relation to Data Protection within your relevant function.
• Occasional travel to other INTO Centres may be required.

Your job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request.

We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.

Location
INTO Queen’s University, Belfast.

Salary
Appointment will be at Salary Band D (£25,979 to 35,148 per annum). Starting salary is dependent upon qualifications and experience.

Safeguarding
INTO Queen’s is an equal opportunities employer and is committed to safeguarding and promoting the welfare of children and vulnerable adults.

This role meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment will be subject to an enhanced criminal record check from AccessNI before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

As part of our Safeguarding procedures, applicants for all posts are asked to note that:

• References will be followed up;
• All gaps in CV’s must be explained satisfactorily;
• Proof of identity and (where applicable) qualifications will be required;
• Reference request will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
• Appropriate suitability checks will be required prior to confirmation of appointment.

www.into.uk.com

INTO Giving is the charitable arm of INTO University Partnerships and is committed to increasing access to education and improving the quality of education for disadvantaged young people around the world. INTO employees are encouraged to take an active role in INTO Giving. To find out more please visit www.into-giving.com.
# Person Specification

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Legal Status</strong></td>
<td>• Appropriate AccessNI disclosure will be required prior to confirmation of appointment.</td>
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<td>• Eligibility to work in and travel freely to and from the UK, i.e. valid UK or EC passport.</td>
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<td><strong>Academic Qualifications</strong></td>
<td>• Undergraduate degree or equivalent vocational experience</td>
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<td><strong>Personal Qualities</strong></td>
<td>• Creative, passionate, quick thinking, energetic, empathetic and approachable.</td>
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<td>• Ability to build and manage relationships with peers, senior managers, academic stakeholders, parents and students from a range of linguistic, ethnic and cultural backgrounds.</td>
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<td>• Consistently displays a positive approach to the working environment.</td>
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<td>• Sets personal objectives that are specific, measurable and achievable.</td>
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<td>• Demonstrates commitment to ethical professional practice.</td>
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<td><strong>Managerial Experience</strong></td>
<td>• Demonstrate experience of managing and motivating people in a fast-paced changing environment.</td>
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<td>• Ability to communicate with employees at all levels and ensure the message is clearly understood.</td>
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<td>• Experience of developing employees and delivering training and performance management.</td>
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<td>• Experience of working in a university or educational environment.</td>
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<td>• Committed and responsible for promoting and safeguarding the welfare of children and young adults.</td>
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<td>• Experience of working in international education and/or working with international students.</td>
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<td>• An awareness of issues in marketing educational services in an international context.</td>
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<td>• Experience of working in a university and/or international administration environment in an academic support role.</td>
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### Aptitude
- An accomplished facilitator, negotiator and enabler.
- A proven track record in promoting academic standards and implementing continuous quality improvement, professional development and change initiatives to introduce and/or enhance existing practices.
- Ability to deal with multiple priorities at the same time and deal with unexpected situations successfully.
- Strong analytical and decision making skills.
- The ability to prioritise, meet deadlines, work under pressure and, when necessary, with minimal resources.
- Excellent time management.
- Commercially astute, with the ability to reconcile the twin imperatives of delivering quality programmes and working in a commercial environment.

### Skills
- Excellent command of written and spoken English.
- Excellent IT skills with particular emphasis on Microsoft Excel.
- Competence in the production and analysis of data.
- The ability to use effective specialised application software.
- Ability to put in place systems and processes that are effective and efficient.
- Assertive and credible in communicating priorities and issues.
- Strong administrative skills.

• Experience of using university style databases