

Job description

Full time Academic Support Officer

Context

INTO is an organisation working in partnership with leading UK and US universities and investing in the development of world-class student study centres. It specialises in preparing international students for undergraduate and postgraduate study with both academic and English language support. The courses at our Centres, upon successful completion, guarantee progression to leading UK and US undergraduate and postgraduate courses as well as stand-alone English language courses. INTO Manchester is a wholly owned INTO University Partnerships venture.

Reporting line

The Academic Support Officer reports to the Academic Support Manager.

Job dimensions

Key member of the Academic Support Team. Will have contact with key stakeholders internally across the organisation and, on occasion, external stakeholders.

Key accountabilities and duties

- Be responsible for the delivery of effective academic administration support;
- Support the functions and processes associated with the delivery, monitoring and assessment of academic programmes to the required quality standards;
- Attend and take minutes at appropriate academic programme meetings;
- Effective maintenance of student records, including attendance, progression and grades;
- Assist with the development and implementation of assessment/examination schedules plus the invigilation process;
- Effectively liaise with staff in relation to the co-ordination and management of academic timetables and the availability of teaching space;
- Work with the Academic Programme Managers to ensure that exam assessments are processed and awards are administered appropriately;
- Contribute to the monitoring and review of pastoral and academic support for all the students;
- Assist with providing timely and accurate management information as required by the Academic Support Manager to provide to the Centre Director and INTO Manchester Board;
- Liaise with INTO Staff, agents, University Partners and other stakeholders on a wide range of academic support matters;
- Contribute to the development of a collaborative working environment to maintain and enhance the quality of the student learning experience and the working conditions of Centre staff;
- 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.

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Location

INTO Manchester

Salary

Band C - £21,883 - £28,448pa

Safeguarding

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

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests 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.

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 a Disclosure and Barring Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

See next page for person specification...

Person specification

| | Essential | Desirable |
|------------------------------------|--|---|
| Legal status | <ul style="list-style-type: none"> • Appropriate DBS disclosure will be required prior to confirmation of appointment. • Eligibility to work in and travel freely to and from the UK, i.e. valid UK or EC passport. | |
| Academic qualifications | <ul style="list-style-type: none"> • Educated to degree standard or equivalent. | |
| Experience and achievements | <ul style="list-style-type: none"> • Demonstrable experience of administration within a fast-paced changing environment. • Proven ability to communicate with, and build and manage relationships with peers, senior managers, academic stakeholders, parents and students from a range of linguistic, ethnic and cultural backgrounds, and ensure that the message is understood. • Demonstrable experience of setting own objectives which are specific, measureable and achievable. | <ul style="list-style-type: none"> • Knowledge/understanding of University or an education environment. • Use of Salesforce database. • Ability to assist with the implementation of systems and processes that are effective and efficient. |
| Skills | <ul style="list-style-type: none"> • Excellent command of written and spoken English. • Good IT skills with a familiarity of Microsoft Office, particularly in Excel. • Ability to collate and analyse data. • Consistently displays a positive approach to the working environment. • Ability to work to own initiative. • Demonstrates commitment to ethical professional practice. • Strong administrative skills. • Able and committed to working as part of a team. • Excellent attention to detail. • Flexibility and willingness to undertake and learn new tasks. • Good analytical and decision making skills. • Excellent time management. • Ability to prioritise, meet deadlines and work under pressure. • Committed and responsible for promoting and safeguarding the welfare of children and young adults. | <ul style="list-style-type: none"> • Understanding of working in international education. |

Key Competencies:

Leading and deciding:

- Deciding and initiating action

Supporting and co-operating:

- Working with people
- Adhering to principles and values

Interacting and presenting:

- Relating and networking
- Presenting and communicating information

Analysing and interpreting:

- Writing and reporting
- Analysing

Creating and conceptualising:

- Learning and researching

Organising and executing:

- Planning and organising
- Delivering results and meeting customer expectations
- Following instructions and procedures

Adapting and coping:

- Adapting and responding to change
- Coping with pressure and setbacks

Enterprising and performing:

- Achieving personal work goals and objectives

If you feel you have the necessary skills, experience and interest for this post, please send your CV with a covering letter saying why you are interested in this position to INTO Manchester, Bridgewater House, 58/60 Whitworth Street, Manchester, M1 6LT, or email to: hrmanchester@intoglobal.com

Closing date for applications is 12 noon on Friday 4 January 2019. Interviews are planned to take place w/c 21 January 2019.