

Job adverts

Academic Support Administrator

Full time (37.5 hours), fixed term for 12 months

Context

INTO is a partnership organisation working with some of the UK's leading universities in a unique initiative that improves their competitive position in international markets. In long-term joint ventures we deliver pathway courses for international students that lead to undergraduate and postgraduate study. INTO invests in state-of-the-art facilities to house the new INTO Centres, and in a global network that recruits students from many cultures.

Requirements

INTO UEA, based on the University of East Anglia Campus, require an Academic Support Administrator to join the Academic Support Team to be responsible for the efficient maintenance of student records including attendance, academic results and progression. Timetabling, room bookings, examinations and other related events will also be a particular focus.

Candidates should have excellent numeracy and IT skills with a familiarity of Microsoft Office, especially Excel and have the ability to collate and analyse data. The ideal candidate must also be approachable and friendly, have experience in delivering excellent customer service, be flexible and willing to undertake and learn new tasks.

The successful applicant will use a range of IT systems, including our student database, to record student data and taught programmes information.

Empathy with young people and an interest in other nationalities and cultures, in particular International students and their needs, is essential.

Salary

Circa £18,000
(Salary Band B; £16,873 to £23,315)

Application Process

If you feel you have the necessary skills, experience and interest for this post, please download the application form from our website <http://into-corporate.com/jobs> and return with a covering letter stating why you are interested in working for INTO University of East Anglia, to: intouea.recruitment@intoglobal.com

Closing Date for applications is 27th January 2019.

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For further details, a full job description and a copy of our Candidate Privacy Notice see <https://intoglobal.com/jobs>

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.

INTO is an equal opportunities employer.

www.intohigher.com/jobs

Job description

Academic Support Administrator

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 post holder will report to the Academic Support Manager.

Job Purpose

The main job responsibility is to support the Academic Support Team through the efficient maintenance of student records including attendance, academic results and progression. Timetabling and room booking, examinations and other related events will also be a particular focus of the post.

The post holder will use a range of systems such as Salesforce, Facility and INTO Connect (in-house system) to record student data and taught programmes information and will be responsible for training other staff in the use and functionality of the systems.

Job Dimensions

The post holder will be a member of the Academic Support Team, supporting the functions and processes associated with the delivery, monitoring and assessment of academic programmes to the required quality standards.

The job will require some occasional weekend and/or flexible working.

Key Accountabilities and duties

- Share responsibility with the Academic Support Team for the co-ordination and management of academic timetables and the availability of teaching space.
- Collate student attendance data and follow standard procedures in relation to UKVI compliance and University regulations; deal with student absences, establish reasons for non-attendance.
- Effectively liaise with academic staff regarding day to day administrative functions, including student attendance monitoring, and exam preparation.
- Assist with the delivery of IELTS tests and development of assessment/examination timetables, including the invigilation process.
- Fully understand and administer records on INTO Connect and related IT systems regarding student registration, attendance, performance and progression.
- Support colleagues in the use of the INTO Connect student records system.
- Provide timely and accurate management information and reports of student numbers, attendance, academic results and progressions, routinely and in response to bespoke requests.
- Undertake quality assurance procedures on data stored to ensure accuracy and compliance with the UEA (University partner) regulations.
- Assist in reviewing the local Information systems and processes to ensure they are efficient and effective.

- Support Senior Academic Team as appropriate. Administer Pre-sessional English Programme during summer period.
 - Assist staff and students with activities, such as registration and enrolment, according to the academic cycle.
 - Provide general advice to both staff and students on course requirements and attendance requirements, appeal, disciplinary and complaints procedures.
 - Undertake the administration associated with the submission, marking and return of formative and summative coursework, and the processing of examination marks following standard procedures.
 - Assist Academic Support Team in day to day administration tasks; printing, scanning, uploading documentation to 'Box' online storage, etc. Process essential Academic Support documentation.
 - Assist the flow of information between the student services team and academic support team to ensure a co-ordinated approach to the student experience including student Visa management.
- **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.**

Salary

Salary Band B

Location

INTO University of East Anglia, Norwich

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 criminal record check from the Criminal Records Bureau 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, e.g. a valid UK or EC passport. | |
| Education/Qualifications | <ul style="list-style-type: none"> • Educated to degree standard or equivalent. | |
| Experience | <ul style="list-style-type: none"> • Experience of skilled working with corporate IT systems, and databases with the ability to generate standard and bespoke reports, and to research, analyse and synthesize information and data. • Proven delivery of good customer service • Experience of administrative work in a fast paced and changing busy office environment. | <ul style="list-style-type: none"> • Experience of administrative work in either an HE or FE environment. • Proven experience training and coaching colleagues. |
| Skills/Knowledge | <ul style="list-style-type: none"> • Excellent command of written and spoken English. • Excellent numeracy and IT skills with a familiarity of Microsoft Office, particularly in Excel. • Effective presentation skills with the ability to train and coach colleagues. • Ability to collate and analyse data. • Ability to effectively communicate with, build and manage relationships with peers, senior managers, academic stakeholders, parents and students from a range of linguistic, ethnic and cultural backgrounds. • Consistently displays a positive approach to the working environment. • 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. • Able to demonstrate initiative and a problem solving capability. | <ul style="list-style-type: none"> • Skilled user of educational software, in particular Salesforce, Facility CMIS, or other similar software • Understanding of working in international education. • Knowledge/understanding of University or education environment. |