



Job advert

Quality Assurance and Programme 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. Our Centres deliver guaranteed progression onto leading British undergraduate and postgraduate courses. Each INTO Centre is managed by a joint venture management board in which INTO and the partner university are equal shareholders.

The postholder will provide administrative support for the academic quality assurance process. In addition, they will provide administrative support for the Insessional and Pre-sessional programmes.

INTO University of Exeter follows the quality assurance processes of the University of Exeter, as set down in the University's Teaching Quality Assurance Manual (TQA). <http://as.exeter.ac.uk/academic-policy-standards/tqa-manual/>. The Centre is also subject to regular review by the Quality Assurance Agency for Higher Education (QAA).

The pre-sessional programme is a short, intensive academic English and study skills programme. This programme runs throughout the summer months. http://www.exeter.ac.uk/media/universityofexeter/internationalexeter/pdfs/into/Pre-sessional_English.pdf

The Insessional programme provides a range of classes, workshops and tutorials to international students across the University of Exeter who feel they need or would like help and support to study through the medium of English. <http://www.exeter.ac.uk/international/into/programmes/insessional/>

For more detail, please see the Job Description.

Requirements

Applicants should be educated to A-Level standard or equivalent and have experience of administrative work, ideally within an educational setting. They will have excellent verbal and written communication skills and good IT skills, including use of Excel. The successful candidate would also have the right to work in the UK.

Salary

£18000-21000 per annum

INTO UNIVERSITY OF EXETER LLP
UNIVERSITY OF EXETER
INTO BUILDING
STOCKER ROAD
EXETER EX4 4PY
UNITED KINGDOM

T +44 [0]1392 724282
F +44 [0]1392 724277
E into@exeter.ac.uk
W intostudy.com/exeter

Application Process

If you feel you have the necessary skills, experience and interest for this post, please type the following link and complete the application form and send it to: **HR Dept, INTO University Of Exeter, INTO Building, Stocker Road, Exeter, EX4 4PY** or into-hr@exeter.ac.uk

<https://intoglobal.com/jobs.aspx>

Closing Date for applications: Midday on Tuesday 12th March 2019

Interviews: Week beginning 25th March 2019

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.

For further details and a full job description see <http://www.intostudy.com/jobs>

INTO is an equal opportunities employer.

INTO is committed to safeguarding and promoting the welfare of young people, and child protection screening will apply.

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.

Job description

January 2019

Quality Assurance and Programme 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. Our Centres deliver guaranteed progression onto leading British undergraduate and postgraduate courses. Each INTO Centre is managed by a joint venture management board in which INTO and the partner university are equal shareholders.

The Insessional Team provide a range of classes, workshops and tutorials to international students across the University of Exeter who feel they need or would like help and support to study through the medium of English.

<http://www.exeter.ac.uk/international/into/programmes/insessional/>

INTO University of Exeter follows the quality assurance processes of the University of Exeter, as set down in the University's Teaching Quality Assurance Manual (TQA). <http://as.exeter.ac.uk/academic-policy-standards/tqa-manual/> The Centre is also subject to regular review by the Quality Assurance Agency for Higher Education (QAA).

Reporting line

The post holder will be line-managed by the Academic Director and will work closely with the Academic Support Manager.

Job dimensions

To provide academic administration services and support for Quality Assurance processes.

To provide academic administration services and support for the Insessional programme.

To provide academic administration services and support for the Pre-sessional programme.

Key accountabilities and duties

- Be responsible for organising appropriate Committees, (the Centre's Education Committee, the Staff Development Committee and the Research Committee), including acting as Secretary and minute-taker, ensuring all papers are available with the deadlines set.
- Coordinate the appointment of External Examiners and liaise with the University as required.
- Support the Programme Approval and Revision process; maintain accurate and up-to-date records and track changes to module and programme specifications.

- Maintain a log of all External Examiner reports, compiling a summary document and highlighting any problem areas as required.
- Support the Module Evaluation process across the Centre.
- Coordinate the Annual Programme Review process across the Centre; including providing data and other relevant information.
- Support the Academic Director to produce and monitor the Centre's Annual Student Evaluation Review (ASER).
- Work with the Student Engagement Officer to ensure that student views are fed into Quality Assurance processes.
- Once action plans are in place, ensure that there is a mechanism for monitoring progress and tracking actions across the academic year.
- Assist with the production of analytical reports in relation to Quality Assurance.
- Support the Academic Director in preparing for internal and external audits.
- Act as the administrative point of contact for Quality Assurance matters.
- Provide administrative support for the insessional programme, to include:
 - acting as first point of contact for a variety of stakeholders.
 - updating web-based term-by-term timetables and other web pages
 - updating and maintaining back-end data lists (e.g. course lists)
 - attendance and participation processes
 - monitoring the online provision of one-to-one tutorials.
 - maintain the Insessional admin e-mail box, triaging emails and to student enquiries as appropriate
- Attend and participate in Insessional team meeting as and when appropriate, including taking minutes if requested.
- Administer student surveys for support courses and credit rated modules including the setting up and maintenance of surveys, sending survey reminders to students and downloading of survey responses.
- Provide administrative support for the summer Pre-sessional programme, to include:
 - Maintaining the pre sessional spreadsheet
 - Preparing pre sessional transcripts
 - Uploading student marks to the Student Records System

Your job title/job description 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

At the partner University (where the INTO Centre is located).

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 may be required prior to confirmation of appointment. • Eligibility to work and travel freely to and from UK, i.e. valid UK or EC passport. 	
Academic Qualifications	<ul style="list-style-type: none"> • Educated to A' Level standard or equivalent. • Excellent standard of written and spoken English. 	<ul style="list-style-type: none"> • Qualifications in IT use and numeracy
Personal Qualities	<ul style="list-style-type: none"> • Approachable, warm and friendly. • A flexible attitude and commitment to team work. • Enthusiastic • Ability to work independently. • Ability to build and manage relationships with peers, senior managers, teaching staff, University stakeholders, and students from a range of linguistic, ethnic and cultural backgrounds. 	<ul style="list-style-type: none"> • Supportive attitude towards others
Work Experience	<ul style="list-style-type: none"> • Experience of administrative work • Proven experience of using own initiative and working in a successful team environment • The ability to communicate and build effective relationships with employees of all levels. • High standards of customer service. 	<ul style="list-style-type: none"> • Experience of work in an educational setting • Experience of Quality Assurance or Improvement processes. • An interest in other nationalities and cultures. • Understanding of international student needs. • Experience of working in a customer focused environment.
Aptitude	<ul style="list-style-type: none"> • Ability to work in a dynamic and fast moving environment. • The ability to organise and prioritise workload, meet deadlines and work under pressure. • Flexibility and willingness to undertake and learn new tasks. • Good team player. • Good attention to detail. • Willingness to develop an informed understanding of the Insessional programme. 	
Skills	<ul style="list-style-type: none"> • Good IT skills (Excel, Word). • Good data presentation skills • Ability to work with clear systems and processes and produce the required management information. 	