

Job description June 2019

Academic Support Officer

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 Officer reports to the Academic Director.

Job Purpose

To provide academic administration services for all academic staff and students, with a focus on student attendance, ensuring that the duties are carried out in an efficient and timely manner.

Job Dimensions

A key member of the Academic Support Team. The post holder will have contact with key stakeholders internally across the organisation and, on occasion, external stakeholders

Key Accountabilities

- Continually monitor student attendance and liaise with Programme Managers and Student Services in order to implement relevant intervention strategies as needed;
- Assist Student Services with the monitoring and review of pastoral and academic support for all the students;
- Effective development, maintenance and management of student record systems and procedures, including attendance, progression and grades;
- Be responsible for the delivery of effective Academic administration;
- Support the functions and processes associated with the delivery, monitoring and assessment of academic programmes to the required quality standards; provide front line support to Academic teaching staff in doing so;
- Attend and take minutes at appropriate academic programme meetings; represent the Academic Support function at those meetings, providing advice on Academic related matters upon request;

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- Be familiar with the roles of other Academic Support Officers in order to provide cover for their duties as agreed with the Academic Director;
- Display effective team participation when liaising with INTO Staff, agents, University Partners and other stakeholders on a wide range of academic support matters;
- Assist with the induction of staff on Academic Support procedures and systems including setting up accounts on relevant systems;
- Support and suggest continuous improvements to systems and processes, including, where appropriate, provision of relevant training for Academic staff;
- 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;
- Demonstrate professional levels of customer service at all times;
- Identify and take part in relevant training and/or self-development activities and apply relevant knowledge/learning outcomes to the role/share knowledge with others;
- Promote and support INTO GCU and the business in a positive manner;
- Adhere to all company policies and procedures including those in relation to your own and others' health, safety and wellbeing.
- Comply with General Data Protection Regulations in relation to student and company data.
- Be trained to a minimum of Level 1 Safeguarding
- **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 Glasgow Caledonian University

Salary

Appointment will be made on Salary Band C (£22,767 to £29,597 per annum).

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 Scotland Prevention of Vulnerable Groups (PVG) 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.

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.



See next page for Person specification

Person Specification

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| Legal Status | <ul style="list-style-type: none"> • Appropriate Disclosure Scotland PVG (prevention of vulnerable groups) check 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. | |
| Education/Qualifications | <ul style="list-style-type: none"> • Educated to A Level (Higher) degree | <ul style="list-style-type: none"> • Degree or equivalent qualification |
| Skills/Knowledge/ | <ul style="list-style-type: none"> • Excellent command of written and spoken English. • Excellent IT skills with in depth knowledge and experience of Microsoft Office, particularly Excel. • Demonstrable experience of administration in a fast-paced changing environment. • Ability to collate and analyse data. • Ability to communicate with, 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. • Consistently displays a positive approach to the working environment. • Sets their own objectives which are specific, measureable and achievable. • 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"> • Experience of working in an attendance monitoring role in a School and/or Further/Higher education environment. • Experience of working in an attendance monitoring role in an international education environment • Knowledge and/or experience of systems in use for monitoring student attendance and of INTO Connect. • An understanding of UKVI expectations of visa students. |