

Job description

Programme Support Officer

Context

Newcastle University London is a new Joint Venture between Newcastle University and INTO University Partnerships that will broaden and deepen the already successful joint venture relationship the two parties have at the main Newcastle University site in Newcastle.

This exciting new project will support Newcastle University's Institutional Strategy with a core focus on replicating Newcastle's reputation for high quality research-led teaching and learning whilst creating a distinctive experience and providing a global research showcase for the University, given the London location and its connectivity to national and global stakeholders and audiences. Newcastle University London will offer undergraduate and postgraduate degrees as well as pathway programmes and English language preparation in an excellent location in the City of London.

INTO University Partnerships works with leading UK and US universities to invest in the development of world-class student centres, with a clear focus on and commitment to the delivery of the highest quality of student experience.

Job Purpose

The post holder will be a member of the Academic Support Team, reporting to the Academic Support Team Leader. The post holder will support the functions and processes associated with the delivery, monitoring and assessment of pre-University and Higher Education academic programmes to the required quality standards. The postholder will work with the Academic Support Team Leader to identify opportunities to develop service provision and enhance the quality of the student experience.

Reporting Line

The Academic Support Officer will report directly to the Academic Support Team Leader, Newcastle University London.

INTO WORLD ADVANTAGE

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Key Duties and Accountabilities

- To maintain accurate student assessment records, assist the Assistant Academic Support Manager (Programmes) in preparing for Boards of Examiners and to minute Board of Examiners meetings. To process award and progression decisions in an accurate and timely manner.
- To administer the submission, marking and return of formative and summative coursework, and the processing of examination moderation and marks.
- To administer the submission, reproduction and issue of examination papers in liaison with the Assistant Academic Support Manager (Programmes).
- To allocate invigilators' duties and assist with set up of examination rooms.
- To coordinate, attend and take notes at relevant academic/programme/student voice meetings.
- To maintain accurate student attendance records and monitor student attendance according to the Newcastle University London attendance monitoring procedure.
- To provide advice to students and staff on academic support related queries via phone, email and in person during student drop-in hours.
- To update content on the University's Virtual Learning Environment (Canvas) as required
- To administer student absence requests and Personal Extenuating Circumstance applications in accordance with overarching University guidance. To maintain Extenuating Circumstance records and minute and administer follow up actions for Extenuating Circumstance Committee meetings.
- To disseminate timetabling information and coordinate timetable issues/changes, in liaison with the central building timetabling manager
- To assist with student registration and re-registration in collaboration with colleagues from the Academic Support Team and Student Services team.
- To contribute to the development of a collaborative working environment and to maintain and enhance the quality of the student University experience.
- **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 C £26,498.50 - £34,446.92 per annum, inclusive of London Weighting Allowance, dependent on qualifications and experience.

Location

Newcastle University London, Middlesex Street, London. Close to Liverpool Street Station.

The post is based in London, UK. Occasional extra hours may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. Although unlikely, the post holder may be reasonably required to work for short periods from any INTO or Partner location at any time

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 (DBS) 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

Knowledge, Skills and Experience (Person Specification)

(Detail here, the knowledge, skills and experience required for satisfactory job performance.)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1	Degree level qualification		✓	A
2	FE / A level qualifications and good standard of literacy and numeracy. Grades A-C GCSE in English Language and Maths or equivalent	✓		A
EXPERIENCE				
4	Experience of administration work in an FE, HE institution or an INTO centre.	✓		A / I
5	Experience of reviewing and improving administrative systems and processes.	✓		A / I / T
6	Experience of student records and assessment administration		✓	A / I
7	Proven experience of providing excellent customer service	✓		
8	Experience of working with international students in a FE/INTO Centre/Higher Education Environment		✓	
SKILLS & KNOWLEDGE				
8	Ability to work with meticulous attention to detail to tight deadlines.	✓		A / I / T
9	Ability to work as part of team in a co-operative and flexible manner.	✓		A / I / T
10	Good written and oral communication and skills	✓		A / I
11	Ability to analyse and improve own working practices	✓		A / I
14	Understanding of HE and/or INTO pathway academic regulations		✓	A / I
15.	Excellent and proven organizational skills	✓		
16	Good IT skills, including Microsoft Excel, Word and some experience of database systems	✓		A / I / T
17	Experience of working with student attendance and timetabling		✓	A / I

