

## Job Description

# Academic Support Officer

**Permanent Full Time Job Ref: INTOQUB-ASO-05-2021**

### Context

#### INTO's mission:

*Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.*

INTO University Partnerships is an independent organisation committed to expanding higher education and career opportunities for students across the globe.

We believe in the power of education to transform lives. We believe that movement of students leads to movement of ideas, which in turn creates better and more successful societies.

We connect students seeking quality international education with leading universities worldwide aspiring to widen their global reach and impact. Achieving the best learning experience and career prospects for students is central to our mission.

Since our inception in 2005, INTO has pioneered innovation in international education and created groundbreaking partnerships with 30 universities in the US and UK. We have so far helped more than 130,000 students from 190 countries realise their dream of achieving a degree from a world-class university. We also equip students to get a head start in building a career. We do this by offering exceptional academic and employability skills programmes.

We are active in over 120 countries and provide unrivalled personalised service to international students with more than 1,500 experienced staff worldwide and a global network of 2,000 recruitment partners.

The INTO Queen's University Belfast (INTO QUB) joint venture with Queen's University, Belfast commenced in 2009.

### Reporting Line

The Academic Support Officer reports to the Academic Support Manager.

### 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

- Effective development, maintenance and management of student record systems and procedures, including attendance, progression and grades;
- Provide timely and accurate management information as required by the Academic Support Manager;
- 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;
- Be familiar with the roles of other Academic Support Officers in order to provide cover for their duties as agreed with the Academic Support Manager;
- To provide to the Centre Director and INTO Queen's Board. On occasion, attend and take minutes of the INTO Queen's Board;
- 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;
- Participate in personal development activities and apply relevant knowledge to the role;
- Demonstrate professional levels of customer service at all times;
- 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 Queen's Belfast, 2-8 Lennoxvale, BELFAST, BT9 5BY.

## Salary

Appointment will be on Salary Band C (£23,450 to £30,484 per annum). Starting salary will be dependent upon qualifications and experience.

## Safeguarding

INTO Queen's is an equal opportunities employer and is committed to safeguarding and promoting the welfare of children and vulnerable adults. 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 AccessNI before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

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

- References will be followed up;
- All gaps in CV's 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.

[www.into.uk.com](http://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](http://www.into-giving.com)

See next page for Person Specification.

## Person Specification

	Essential	Desirable
<b>Legal Status</b>	<ul style="list-style-type: none"> <li>• Appropriate AccessNI disclosure will be required prior to confirmation of appointment.</li> <li>• Eligibility to work in and travel freely to and from the UK, i.e. valid UK or EC Passport.</li> </ul>	
<b>Education/Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to A Level standard or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>• Degree or equivalent qualification</li> </ul>
<b>Skills/Knowledge/Experience</b>	<ul style="list-style-type: none"> <li>• Excellent command of written and spoken English.</li> <li>• Excellent IT skills with proving in depth knowledge and experience of Microsoft Office, particularly Excel.</li> <li>• Demonstrable experience of administration in a fast-paced changing environment.</li> <li>• Ability to collate and analyse data.</li> <li>• 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.</li> <li>• Consistently displays a positive approach to the working environment.</li> <li>• Sets their own objectives which are specific, measureable and achievable.</li> <li>• Ability to work to own initiative.</li> <li>• Demonstrates commitment to ethical professional practice.</li> <li>• Strong administrative skills.</li> <li>• Able and committed to working as part of a team.</li> <li>• Excellent attention to detail.</li> <li>• Flexibility and willingness to undertake and learn new tasks.</li> <li>• Good analytical and decision making skills.</li> <li>• Excellent time management.</li> <li>• Ability to prioritise, meet deadlines and work under pressure.</li> <li>• Committed and responsible for promoting and safeguarding the welfare of children and young adults.</li> </ul>	<ul style="list-style-type: none"> <li>• Skilled User of education software, for example Scientia, Facility CMIS, or other similar software.</li> <li>• Understand or knowledge working in a university or educational environment.</li> </ul>

## 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.