**Job description Academic Director**

# Context

INTO is an organisation working in partnership with leading UK and US universities and investing in the development of world-class student study centres. It specialises in preparing international students for undergraduate and post graduate study. Upon successful completion of our courses, students are guaranteed progression to host University specified undergraduate or post graduate programmes. INTO Queen’s is an INTO University Partnerships (IUP) joint venture with Queen’s University Belfast since 2009.

INTO Queen’s teaches a range of English language and academic programmes that prepare international students for progression to both undergraduate and postgraduate study.

# Reporting line

The Academic Director reports to the Centre Director.

# Job purpose

The successful candidate will have overall responsibility for all aspects of academic quality and teaching delivery, including the effective management and development of teaching and resource, excellent student experience, motivational staff leadership and development of new product and proposition. There will be a substantial liaison function with key external and internal stakeholders particularly Queen’s University, INTO University Partnerships, British Council and QAA.

# Job dimensions

* As a member of the INTO Queen’s Senior Management Team, you will support the Centre Director in the delivery of the strategic and operational objectives of the Centre. In addition to your key accountabilities you will demonstrate role model behaviour and organisational compliance.
* You will be required to deputise for and to represent the Centre Director as needed.
* To lead, motivate and manage a team of academic staff.
* To liaise with key stakeholders at Queen’s University, including senior staff (e.g. Deans, Heads of school, Programme directors, student progress office, admissions office, international office), with our awarding organisation and other appropriate bodies and within the INTO company. Some relationships may also need to be developed with other external stakeholders.
* Be an active member of both University and INTO committees.



# Key accountabilities and duties

**Teaching and Resource**

* Overall responsibility for the management of academic standards, including teaching, learning support and assessments and documentation
* Develop, lead and co-ordinate teaching programmes and teaching resource in the most efficient and effective way (particularly with reference to curriculum review, timetabling, assessments and staff deployment) with an understanding of the centre’s commercial targets, the maximising of student progression in particular to our University partners, and optimum student satisfaction levels.
* Lead on accreditation by external bodies such as The Quality Assurance Agency and The British Council.
* Lead on validation and accreditation processes.
* Manage the curriculum review and the quality assurance for all programmes against agreed content in conjunction with senior management and colleagues within INTO Queen’s.
* Convene, chair and contribute to meetings as appropriate.
* In conjunction with senior academic team ensure that content subjects and English language learning are fully integrated, and regularly review this integration.
* Oversee the development and use of VLE and other innovative learning technologies.
* Ensure all necessary texts, teaching materials, software and licenses are produced, procured, catalogued and securely maintained.
* Ensure classrooms and teaching facilities are up to a high standard.
* Be responsible for the co-ordination of examination scheduling, invigilation, exam assessments and the production of academic reports and ensure these are delivered in the most effective and efficient way to the required quality standards (in liaison with the academic services team).
* Be responsible for the delivery of effective academic administration support in collaboration with the academic services team.
* Plan effectively to ensure the continuous improvement of academic systems and processes.
* Work with Student Services and other staff in Centre to ensure that all students are fully supported at

INTO Queen’s.

* Lead the development of new academic programmes in line with market needs.
* Be responsible for the student disciplinary procedures.
* Deliver to all appropriate teaching related KPIs.

# Staff Management

* Providing strong academic leadership to the academic team including oversight of recruitment of staff, professional development and managing a team of effective academic managers.
* Lead, inspire and motivate staff to deliver high quality performance in all areas.
* Manage the performance and development of all senior academic and academic related staff within the Centre.
* Lead the recruitment, induction, development and performance management of teaching and academic and support staff, as appropriate.
* Develop, communicate and implement key policies and decisions.
* Provide staff with on-going support and guidance with regard to programme goals, curriculum development, materials and methodology.
* Oversee a class observation and provide feedback.
* Promote a collaborative working environment to maintain and enhance the quality of the student learning experience and the overall teaching-learning environment.
* Oversee and develop all aspects of academic staff development.
* Developing a Centre strategy for University integration including maximising impact of University colleagues’ international links, partnerships, networks and travel.
* Be responsible for academic policy, priorities and objectives.

# Student Experience

* Overall responsibility for ensuring the student academic experience is of a consistently high standard, is flexible, responsive and meets the needs of all students.
* Overall responsibility for the effective measurement of the student learning experience so that all students reach their potential and are adequately prepared to pursue their chosen career or University course.
* Promoting a coordinated Centre level approach to meeting the progression targets as outlined in the Business Plan.
* Ensure appropriate guidance and support is given to students regarding their academic choices.
* Develop and monitor effective student feedback systems to inform review processes.
* Work collaboratively with colleagues to ensure that processes and systems are in place to track, record and report on students’ progress and attendance, to support the decision making process.
* Monitor and review pastoral and academic support for all the students and ensure INTO Queen’s meet the agreed service standards.
* Contribute to, and lead academically, the overall management of student expectations to achieve the highest possible student satisfaction.
* Work with Student Services and lead the Academic Team, including Academic Support, to ensure that all students are fully supported throughout their time at INTO Queen’s.

# Other

* Provide the Centre Director with timely advice on all academic matters in light of commercial imperatives and financial targets.
* Use management information effectively to contribute to the continuous improvement of academic systems and processes.
* Lead on the development of new products and upgrade of existing delivery at INTO Queen’s.
* Promoting a coordinated Centre level approach to meeting strategic targets in respect of student

recruitment against agreed targets.

* Contribute to the development and communication of Centre plans.
* Contribute to the formulation of the annual budget and the regulation of expenditure in the Centre.
* Ensure all aspects of attendance monitoring are in compliance with Points Based System regulations.
* Maintain good relationships with the partner universities, acting as a positive ambassador for INTO.
* Work across the INTO Group on academic issues and projects as appropriate.
* Liaise with all relevant stakeholders in relation to all academic issues.
* Some overseas travel may be required.
* Develop opportunities for synergies both across INTO Queen’s and with University faculties and schools.
* Complete all necessary administration & HR duties as required by the post.
* Be a Lead in Safeguarding trained to Level 3.
* Identify and take part in relevant training and/or self-development activities and apply relevant knowledge/learning outcomes to the role and to your team.
* Demonstrate professional levels of customer service at all times.
* 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, employee and company data.
* **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 University Belfast, BELFAST, BT9 5BY.

# Salary

Appointment will be on Salary Band F (£53,500 – 73,435 per annum). Starting salary will be dependent upon skills, qualifications & 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 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 an Enhanced AccessNI check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.**

[**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**

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|  | **Essential** | **Desirable** |
| **Legal status** | * Appropriate Enhanced AccessNI check may 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. |  |
| **Academic qualifications** | * Postgraduate qualification or equivalent in a relevant area. | * PGCE Teaching Qualification. * PhD holder |
| **Skills/experience** | * Creative, passionate, quick thinking, driven by energy and enthusiasm – coupled with personal warmth and approachability. * Ability to build and manage effective relationships with peers, senior managers, teams of staff, university stakeholders, parents and students from a range of linguistic, ethnic and cultural backgrounds. * A record of success in teaching to A-level   standard and above.   * Experience in academic programme development, design, delivery and quality assurance. * Demonstrate ability to lead and optimise a team in a fast-paced dynamic environment. * Demonstrate ability to recruit and retain high quality staff in this sector. * Ability to work with multiple priorities at the same time and handle unexpected situations successfully * Commercially astute, with the ability to reconcile the twin imperatives of delivering quality programmes and working in a commercial environment. * Understanding of the importance of new product development and upgrade of existing delivery. * A flexible approach to work, including some   unsociable hours.   * Creates a positive environment through own passion and energy. * Commitment to ethical professional practice. * Effective interpersonal, leadership and communication skills. * Ability to put in place systems and processes that are effective and efficient and produce quality, timely management information. * Strong analytical and decision-making skills. * Ability to think and plan ahead and contribute to the Centre’s operational strategy. * Ability to differentiate between day to day operational needs and longer term strategic   goals | Experience of teaching at Undergraduate level within HE  Experience of managing QAA and/or other academic oversight reviews  An awareness of issues in marketing educational services in an international HE context.  Experience of teaching International Students  Understanding of working in an international HE context.  Understanding of legal and operational matters that relate to the running of a Centre. |

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|  | * Ability to optimise the efficiency of resources within the agreed constraints. * Track record of raising standards in order to achieve higher progression to HE * Experience of implementing and managing change successfully * Good IT skills, the ability to effectively use specialised application software, and competence in the production and analysis of data. * Committed and responsible for promoting and   safeguarding the welfare of children and young adults |  |

**Key Competencies:**

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| **Communication:** | * Carefully prepares information to present e.g. selects the most appropriate way (e.g. PowerPoint, verbal) to communicate * Are clear and precise in their communication with others * Communicates key messages to their teams, customers and stakeholders on an ongoing basis * Presents facts based on evidence * Builds rapport with others * Anticipates and adapts communication style appropriately * Understands others needs e.g. reflects and re-iterates what they have heard |
| **Teamwork** | * Keeps others informed * Manages/distributes work appropriately based on who is best placed to deliver * Asks for ideas & opinions to resolve issues * Promotes good working relationships and intervenes to ensure conflicts are resolved * Publicly provides credit to others who have made valuable contributions and performed well * Encourages, motivates & builds confidence of others |
| **Customer (& Student Focus)** | * Takes personal responsibility for correcting customer/student issues * Corrects problems promptly & non-defensively * Sets priorities to serve customers/students in a timely manner * Takes time to understand their customer/student and makes themselves available * Takes a broader viewpoint in giving a complete customer/student   experience |
| **Role & Performance Focus** | * Takes responsibility for delivering goals across the team * Monitors quality of work * Motivates others to deliver * Seeks feedback from others to ensure quality and standards are met |
| **Solution & Ideas Focus** | * Foresees obstacles and challenges in the future and plans to overcome them * Points out discrepancies to others and works with them to meet/exceed standards and recommends alternate processes within own area * Seeks to develop the capability of others based on an understanding of changing business needs * Exhibits good judgement in making timely and calculated decisions to help solve problems and/or to implement something new * Ensures other people’s options are explored, understood and valued when considering the way forward * Considers a wide variety of sources when making decisions e.g. from other teams, partners, competitors, the market, etc. * Anticipates and takes advantage of an opportunity to develop and introduce a new approach that improves what they do and is scalable to implement going forward * Embraces ambiguity and new ideas to lead change, and motivate others   too |