

## **The Role**

Job Title	Academic Support Administrator
Location	Mackintosh School of Architecture (MSA)
Reports to	Academic Support Manager

## **Purpose**

- Responsible for Diploma/PGT programme administration of the student journey, from admission to graduation, by processing and maintaining accurate administrative data and records;
- In liaison with Programme Leaders, responsible for the identification, design, development and subsequent monitoring, review and enhancement of efficient systems and processes to meet the diverse programme administrative management needs within MSA;
- Take the lead on implementing consistent and efficient administrative processes across UG, Diploma and PGT programmes, in collaboration with UG Admin Officer;
- Taking the lead in the co-ordination of the operational and administrative management of programme delivery and developments;
- In liaison with Academic Support Manager, responsible for the planning, monitoring and coordination of the MSA Assessment Calendar including progression marking timelines and local reporting;
- Assisting the Academic Support Manager in preparations in reporting to the MSA School Management Team, Academic Services, Progression/Exam Boards, etc, as appropriate;
- Production of MSA documentation including creation, review and updates of Standard Operating Procedures, planners and proformae and circulation of documentation to colleagues;
- Deliver guidance and training to colleagues in order embed understanding of any new internal administrative process, or changes to existing process, by creating 'how to' guides and online tutorial as necessary;
- Provision of support to programme specific and School related committees and working groups including agenda drafting, minute taking, and ensuring inclusion and accessibility of all required documentation whilst observing Academic governance requirements;
- In conjunction with other senior administrative staff across departments, continuous review and improvement of GSA-wide systems, practices and protocols, and to take forward 'joint-working' tasks and initiatives, embedding and using suitable systems;
- Support administrative aspects of recruitment to academic programmes through our Quercus/Discoverer system.
- Provide advice to stakeholders (including Head of Department, academic and academic support colleagues, students, applicants and external partners), on a wide range of relevant issues.
- Based on experience, exercise judgement and discretion to resolve issues in a transparent and consistent manner within the framework of agreed departmental and GSA policies. Escalate emerging issues to the Academic Support Manager for action, including any possible solutions.

- Deputising for the Academic Support Manager as necessary, including supervision of staff where required and representation at relevant meetings;
- Engage in professional development activities to develop and maintain skills and knowledge of relevant external issues, particularly in an HE context.
- As a first point of contact for students and staff, deal with matters of a sensitive nature in a confidential and professional manner, including signposting to relevant GSA services for further support;
- Contribute to or lead on identified projects and undertake any other relevant duties as required.

### **Person Specification**

Qualifications, Experience and knowledge:

#### *Essential:*

- Educated to HNC/HND level (or equivalent qualification), and/or relevant experience in a higher education environment;
- Experience of relevant Microsoft applications (in particular Word, Excel), Adobe, web-based tools and software where appropriate;
- Understand the importance of data quality within a student record and the impact this has on status reports.

#### *Desirable:*

- Experience of providing data for reporting purposes.
- Experience in providing support and training in processes and procedures
- Experience and/or knowledge and understanding of processes and procedures related to academic quality assurance.
- Knowledge and understanding of admissions process for applicants applying to study higher education in the UK.
- Knowledge and understanding of the UKVI Student visa regulations and guidance from an HE perspective.
- Experience of working in an international and multicultural environment

### **Skills and Personal Attributes**

- Excellent inter-personal and communication skills are required for dealing with a wide range of internal and external contacts.
- Proactive approach to working
- Understand the importance of a strong working relationship between academic schools and centralised administration function and individuals within GSA.
- The ability to work independently but also recognise the importance of contributing to wider team tasks.
- Well developed organisational and analytical skills.
- The ability to prioritise workload
- Ability to work productively with several, and sometimes competing deadlines.
- Be able to identify where current processes could be improved in order to meet customer expectations or identify ways of improving standards.

**Terms and Conditions**

<b>Contract</b>	Permanent
<b>Probationary Period</b>	It is recognised that there is an inevitable 'settling in' period in any post. The probationary period is therefore an opportunity for the employee to fit within the culture of the School. It should also be determined during this time whether the job is in line with expectations as expressed in pre-appointment discussions, interview and as set out in the Job Description.
<b>Salary</b>	Grade 5, £27,924- £32,344 per annum
<b>Hours</b>	35 hours per week
<b>Holidays</b>	30 days plus 11 statutory holidays per annum
<b>Pension</b>	Local Government Superannuation Scheme
<b>Notice Period</b>	1 month