

Job Description

Position:	Lead for Academic Administration
AG/Service/Unit:	Quality Transformation Unit
Reference:	QTU-004/P
Grade:	Grade 8 – Subject to HERA
Status:	Permanent
Hours:	Full-time
Responsible to:	Head of Quality Transformation

The Quality Transformation Unit

The newly established Quality Transformation Unit has strategic operational, management and administrative responsibility for institutional quality assurance processes and procedures including the regulations across the University and its partners.

The Academic Administration Team is the liaison point in relation to the academic quality assurance systems and processes between our students, partners and many other sections across the University including colleagues in Schools, student data management, and student services. Post holders within the Academic Administration Team provide a customer focused academic administration service to both internal and external service users, including the administrative support related to formal committees and exam boards.

Main Function of the Post:

Your role is to manage and lead a team of administrative staff in the provision of high quality academic administrative support. You will have managerial and operational responsibility for the timely and accurate administrative functions aligned to the Quality Transformation Unit, including (but not limited to) exam boards, data reconciliation meetings, student progression reviews, and internal and external stakeholder meetings. You will liaise with academic and professional colleagues throughout the University, with partners and the wider community engendering positive working relationships.

You will provide leadership to the administrative team who deal with internal and external client enquiries, data processing throughout the student lifecycle from, where appropriate, enquiry, admissions and enrolment through to graduation, providing support for the processes surrounding academic quality management throughout the life of the academic programmes including providing support for committees and the management meeting structures of the organisation.

Principal Duties and Responsibilities:

1. To work flexibly as part of a team, managing and deploying staff in the Academic Administration Team to ensure full-service coverage, including working evenings and weekends when required to meet the demands of the service.

2. To be flexible and adaptable in undertaking relevant administrative, leadership and operational duties.
3. To work closely with the Head of Quality Transformation to ensure that quality procedures and processes are adequate and appropriate to facilitate data capture, retrieval, analysis and reports to be generated to meet requirements of internal and external service users, and to ensure the compliance of regulations and legislation within areas of responsibility.
4. To lead the development of Academic Administration Team's process improvement, systems development and resource deployment.
5. To lead and participate in the rota arrangements that ensure that there is appropriate cover within the Academic Administration Team during core hours and vacation periods.
6. To develop highly effective teams through the performance review process to determine and organise staff development to meet identified individual, group and university needs.
7. To liaise with and provide support for the Quality Transformation Unit senior leaders and members of the University Corporate Management Team in meeting the requirements of the University.
8. To review and update policies and procedures within the remit of Academic Administration Team, writing reports and, working with the Head of Quality Transformation, support the development and implementation of new procedures and policies.
9. To provide clear and authoritative advice on university and local regulations, procedures and statutory requirements.
10. Ensure implementation and compliance with regulations reporting back as appropriate to the Head of Quality Transformation and/or other members of the Senior Management Team, Corporate Management Team or Senate.
11. To use appropriate technology in the execution of the post's functions.
12. To work collaboratively and contribute to inter-unit coordination, sharing best practice and resources through good effective communication and planning.
13. Ensure a safe working environment, including undertaking risk assessments as appropriate to the role, and abide by statutory and University health and safety, Equal Opportunities and Diversity and Dignity at Work policies and practices.
14. To treat everybody with whom you come into contact with dignity and respect, and to actively develop a culture of inclusivity.
15. To refer to the Head of Quality Transformation those issues outside the Lead for Academic Administration's mandate and problems that require University resolution.
16. On behalf of the University provide a central hub of activity for university wide initiatives.

Note:

This is a description of the role requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the role requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted jointly by the relevant manager in consultation with the role-holder.

Person Specification

Position: Lead for Academic Administration		Reference: QTU- 004/P	
AG/Service/Unit: Quality Transformation Unit		Priority	
Criteria		(1/2/3)	Method of Assessment
1 Qualifications			
1 a)	Degree (or equivalent)	1	Expression of Interest/Interview
1 b)	Professional qualifications in management and/or leadership	2	Interview
2 Skills / Knowledge			
2 a)	Effective verbal and written communication skills	1	Expression of Interest/Interview
2 b)	Effective presentation skills	1	Expression of Interest/Interview
2 c)	Able to present financial/statistical data in a clear and concise manner	1	Expression of Interest/Interview
2 d)	Relevant IT skills in Microsoft Office applications e.g. Word, Access, Excel and Outlook, as well as the ability to learn how to access and interrogate in-house systems, proficiency in keyboard skills	1	Expression of Interest/Interview
2 e)	In depth knowledge of the processes related to Student Record System (SITS)	1	Expression of Interest/Interview
2 f)	Extensive knowledge of a wide variety of academic administration procedural and regulatory requirements	1	Expression of Interest/Interview
2 g)	Knowledge of University data platforms including Moodle, SITS, and similar data management systems	2	Interview
2 h)	Proven effective administration skills e.g. maintaining clear and accurate records, able to retrieve and present data clearly and accurately to colleagues	1	Expression of Interest/Interview
2 i)	Proven skills relating to effective committee administration, including minuting of formal meetings and taking follow up action	1	Expression of Interest/Interview
2 j)	Effective leadership, resource management and team building skills	1	Expression of Interest/Interview
2 k)	Strong organisational skills, able to prioritise workloads for others and manage own timescales	1	Expression of Interest/Interview
3 Experience			
3 a)	Experience of working effectively in a customer focused service	1	Expression of Interest/Interview
3 b)	Setting up, developing and working with complex administrative systems	1	Expression of Interest/Interview
3 c)	Experience of working within an academic administration context with in depth experience of regulatory and procedural requirements	1	Expression of Interest/Interview
3 d)	Experience of organising/servicing meetings and effective follow up	1	Expression of Interest/Interview
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AG/Service/Unit: Quality Transformation Unit		Priority (1/2/3)	Method of Assessment
Criteria			
3 e)	Leadership of others in a management/supervisory capacity	1	Expression of Interest/Interview
3 f)	Leadership of others who are geographically distributed away from each other	1	Expression of Interest/Interview
4 Personal Qualities			
4 a)	Able to think creatively and maintain a commitment to the achievement of long term goals	1	Expression of Interest/Interview
4 b)	A strong team player who is capable of coping with changing circumstances and demands	1	Expression of Interest/Interview
4 c)	Take ownership of tasks and see them through to completion	1	Expression of Interest/Interview
4 d)	Work to imposed deadlines and set priorities for themselves and others	1	Expression of Interest/Interview
4 e)	Able to work without close supervision	1	Expression of Interest/Interview
5 Other			
5 a)	Willing to undertake staff development in line with organisational objectives to meet emerging changes that arise in the role	1	Expression of Interest/Interview
5 b)	Commitment to the University's policy on equal opportunities and diversity	1	Expression of Interest/Interview
5 c)	Able to work flexibly to meet the requirements of the position, in a service operating beyond the standard working day/week/year	1	Expression of Interest/Interview
5 d)	Able to undertake appropriate staff development to keep up to date with the requirements of the position	1	Expression of Interest/Interview
5 e)	Awareness of the requirements of Health & Safety within the work environment	1	Expression of Interest/Interview
5 f)	Awareness of the principles of the Data Protection Act/Freedom of Information Act and Bribery Act	1	Expression of Interest/Interview
5 g)	Able to travel as required in order to meet the requirements of the service	1	Expression of Interest/Interview
5 h)	Awareness of the requirements of the UKBA	1	Expression of Interest/Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. **Priority 3** indicates criterion **not specifically required** for the post but in a competitive situation may be used to select applicants who cannot be separated on priorities 1. and 2.