



**UNIVERSITY
ACADEMY 92**
MANCHESTER

STUDENT ADMINISTRATION OFFICER (ACADEMIC QUALITY AND ENHANCEMENT)



Role Profile

Job title:	Student Administration Officer (Academic Quality and Enhancement)
Salary/ Rate:	£25-30k (dependent on experience)
Responsible to:	Head of Student Registry and Quality
Responsible for:	N/A
Contract Type:	Permanent
Hours per week / FTE:	37.5 hours per week (consideration will be given to applications for part time and flexible working)

Job Purpose

- To be a key member of the student administration team operating and administering a wide range of applicant, student and academic-related processes, supporting the student lifecycle end-to-end.
- Working closely with the Head of Registry and Quality, the Student Administration Officer will be responsible for administering a number of processes and procedures for UA92's academic portfolio, including academic quality, governance, student voice, complaints and appeals.
- To work closely with a wide range of academic and professional service staff at UA92 and develop and maintain productive working relationships with the Lancaster University Academic Standards and Quality and Student Registry teams.

Role Specific Duties and Responsibilities

Academic Quality Assurance and Enhancement

- Support the implementation of institutional quality assurance processes and best practice at course level, as appropriate, in liaison with relevant staff and committees.
- Provide authoritative expert advice and guidance on the effective management of quality, standards, and institutional statutory obligations within the UK regulatory systems.
- Contribute to development, maintenance and implementation of policies and procedures to support delivery of UA92's academic portfolio, keeping abreast of developments in the sector to ensure UA92 is in line with regulatory requirements.
- Be responsible for administering a number of processes and procedures for taught courses, such as annual monitoring, student voice, periodic review and external examining.
- Co-ordinate central annual monitoring processes and provision of information where appropriate.
- Support external review processes, working closely with review teams and providing additional assistance where required.

Academic Governance

- Manage the academic governance function for UA92 in close liaison with the Head of Registry and Quality.
- Ensuring that a professional committee servicing function is provided to all Academic Committees within the governance structure at UA92, including; preparation of

agenda, collation of papers and production of minutes for these committees in conjunction with the Committee Chairs.

Complaints and Appeals

- Manage the complaints, academic appeals and academic misconduct procedures within UA92 and be the expert on the relevant policies and procedures relating to them;
- To monitor, analyse and prepare reports in relation to complaints, appeals and academic misconduct and identify trends, using this information to provide solutions to improve service quality and delivery;
- To manage the implementation of any changes to UA92 procedures, as required.

Academic Administration

- Provide advice, guidance and administrative support for student lifecycle functions, as required, including:
 - Registration / Re-registration;
 - Enrolment;
 - Student records management;
 - Programme administration;
 - Assessment and progression;
 - Attendance Monitoring;
 - Retention;
 - Progression and Award Boards;
 - Changes of circumstances;
 - Programme development and enhancement;
 - Timetable administration;
 - Supporting staff-student liaison;
 - Module and programme monitoring and enhancement;
- Contribute towards the ongoing development and improvement of processes and standards across Registry and Quality.
- Advise academic staff on regulations, processes and procedures.
- Actively participate in and support recruitment and conversion activities / other events e.g. Applicant Visit Days, Open Days, promotional activities, induction events and programmes and graduation, as required.

Supervising others

Manage/supervise other team members either on an ongoing or temporary basis, as required.

General Duties and Responsibilities

- Champion the UA92 brand and foster a culture of innovation, growth, shared responsibility and individual accountability, always putting provision of an excellent student experience in primary focus.
- Be a pro-active, effective and supportive team member.
- Maintain a cost-conscious and efficient approach when undertaking all aspects of the role in order to manage resources effectively, optimise performance and contribute to the future success of UA92.
- Comply with national legislation and local policy in respect of confidentiality, information governance and security, Freedom of Information and Data Protection.

- Contribute to a safe learning and work environment ensuring awareness of individual responsibilities and compliance with Health and Safety and Safeguarding policies and procedures at all times.
- Participate in objective/target setting and review/appraisal of your own performance to inform personal development aligned to the role and progression/remuneration decisions.
- Participate in mandatory and other training and development opportunities supporting a culture of continuous professional, personal and team development.
- Promote equality of opportunity and diversity for students and staff ensuring an inclusive and supportive learning and work environment.
- Demonstrate flexibility and undertake any other duties commensurate with the grade and level of responsibility for which the post holder has the necessary experience and/or training.

This job description is intended as a general guide to the duties attached to the post. It may therefore be altered from time to time, in consultation with the role holder, to reflect the changing needs of UA92.

Person Profile		
Criteria	Essential / Desirable	Method of Assessment*
Qualifications		
Educated to degree level or equivalent professional qualification or relevant work experience.	Essential	Application Form / Certificate
Five GCSEs at Grade C or above or equivalent (including Maths and English)	Essential	Application form / Certificate
Knowledge and Experience		
Experience of working within the Higher Education or Further Education sector.	Essential	Application Form / Interview
Experience of providing advice on complex rules, procedures and regulations.	Essential	Application Form / Interview
Experience of drafting policies, procedures, reports and guidance documents.	Essential	Application Form / Interview
Experience of supporting academic quality assurance and enhancement activities.	Essential	Application Form / Interview
Excellent understanding of the role that quality assurance plays in supporting the achievement of academic excellence and the provision of a high-quality student experience.	Essential	Application Form / Interview
Knowledge of higher education regulatory frameworks, procedures and systems.	Desirable	Application Form / Interview
Experience of Committee servicing.	Desirable	Application Form / Interview
Skills and Abilities		
Excellent project management skills with the ability to plan, organise, prioritise and manage a heavy / complex caseload	Essential	Interview
Ability to multi task and use own initiative to solve problems/make decisions with a minimum level of supervision	Essential	Interview
Excellent written communication and report writing skills with the ability to adapt style to meet the needs of the audience	Essential	Application form / interview

Strong verbal communication, interpersonal and relationship management skills including the ability to interact successfully with a wide range of people, both face-to-face and on the phone	Essential	Interview
Excellent presentation skills with the ability to deliver training on a one-to-one or group basis, as required.	Essential	Application Form / Interview
Advanced IT skills including the use of a variety of Microsoft Office applications including Microsoft Word, Outlook, Excel, PowerPoint,	Essential	Interview
High degree of accuracy and strong attention to detail.	Essential	Interview
Personal Values / Behaviours		
A clear passion for and a desire to provide an outstanding student / customer experience	Essential	Application form / Interview
A commitment to equality and diversity and the safeguarding and wellbeing of young people, vulnerable adults, children and staff	Essential	Interview
A strong and resilient team player with drive, determination and a natural desire to work collaboratively and flexibly	Essential	Application form / Interview
A high level of integrity with a personal style that inspires trust and confidence	Essential	Interview
Innovative, creative, resourceful, with a commitment to continuous improvement	Essential	Interview
Enthusiastic and self-motivated with a commitment to continuous professional development	Essential	Interview
A willingness to work flexibly including evenings and weekends and to travel to meet the needs of the role, as required	Essential	Interview
Qualifications		
Educated to degree level or equivalent professional qualification or relevant work experience.	Essential	Application Form / Certificate
Five GCSEs at Grade C or above or equivalent (including Maths and English)	Essential	Application form / Certificate
Knowledge and Experience		
Experience of working within the Higher Education or Further Education sector.	Essential	Application Form / Interview

***Application Form** – assessed against the curriculum vitae and supporting letter. Normally used to evaluate factual evidence e.g. award of a qualification, level of experience, skill or ability and scored, as appropriate for shortlisting purposes.

*** Certificate** – copy of qualification certificate is required as proof of attainment upon appointment.

***Interview** – assessed and scored during the interview process via competency based interview questions, assessment test(s), presentation, micro teaching session etc.