**JOB DESCRIPTION**

**POST: Academic Administration Manager**

**LOCATION: UCFB Etihad Campus, Manchester**

**SALARY: £30,000 - £34,000 per annum pro rata, depending upon qualifications and experience**

**CONTRACT TYPE: Fixed Term Contract ending 31/12/2021**

**POST OBJECTIVES:**

To be responsible for organising all administrative activities to facilitate the smooth running of the Etihad Academic Administration Team and the operationalisation of taught programmes. Supporting Registry activities to deliver projects and programmes within the academic portfolio and ensuring adherence to University Regulations, policies and procedures. Line Management of Administration staff, managing workload and outputs to meet deadlines, providing appropriate and effective management for programmes and support for the quality assurance processes in line with academic and professional service colleagues and collaborative partners. Providing advice and guidance on quality assurance and academic regulations, maintaining a comprehensive understanding of University policies and procedures. Contributing to the continual improvement of systems and processes and implementing new procedures in line with validating partners. Overseeing the management and maintenance of student records, compiling data and producing reports for senior management and to meet external governance requirements.

**KEY TASKS:**

1. To oversee appropriate and effective academic administration to support delivery of programmes, quality assurance processes and student experience, in liaison with appropriate academic and professional service colleagues and collaborative partners.
2. Working closely with cross campus counterparts to ensure the provision of an equitable and professional service provision.
3. To liaise with colleagues, students, UCFB Departments, University partners, external agencies, industry representatives and professional bodies as required.
4. To service and administer Examination Boards in line with University partners. Taking responsibility for the preparation, scrutiny and dispatch of student results letters and transcripts.
5. Co-ordinate and maintain student records in accordance with regulatory requirements.
6. To be responsible for the compilation, production, publication and maintenance of teaching timetables.
7. Support the enrolment and induction processes, ensuring the successful registration of students including module registration.
8. Developing and implementing policies and procedures to improve operations and function of the department, devising ways to streamline processes.
9. Line Management of Administration staff, ensuring adequate staffing levels and managing workload and outputs to ensure deadlines are met. Assessing staff performance and provide coaching and guidance to ensure maximum efficiency. Conducting staff appraisals, managing performance and disciplinary procedures as required, promoting staff development and training.
10. Produce reports, analyse data and present information to inform senior management to aid decision making and support regulatory returns.
11. Working collaboratively and creatively across departments to suggest and implement system and process change to improve staff and student experience.
12. Undertake regular professional development to stay up to date with new developments within the sector.
13. To work flexibly and responsibly and undertake any other duties relevant to the level of the post.

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| **Person Specification** | | | |
| **HEI:** UCFB | | **Location:** Etihad Campus | |
| **Department:** Registry | | **Responsible to:** Registrar | |
| **REQUIREMENTS** | **ESSENTIAL** | **DESIRABLE** | **METHOD OF ASSESSMENT\*** |
| **1. Qualifications & Training** | Bachelor's degree or equivalent experience | Evidence of CPD | 1 |
| **2. Previous Work Experience** | 3 years plus experience of working within a Professional Services (course/programme administration) HE environment.  Demonstrable experience of delivering a high-quality student and staff experience | Line Management Experience | 1, 2, 3 & 4 |
| **3. Specific Knowledge/ Skills/ Abilities Required** | Knowledge of UK HE administrative systems and processes.  Ability to lead and motivate a team of administrators  Knowledge of course administration and development processes and systems.  Ability to build relationships with stakeholders at all levels.  Ability to work independently, as well as part of a team.  Excellent communication skills.  Ability to use the full Microsoft Office suite competently to produce reports, analyse data and present information.  Excellent organisational skills with the ability to multi-task and handle multiple tight deadlines. |  | 1, 2, 3 & 4 |
| **4. Motivation/ Attitude** | Customer Service Focus  Professional, flexible approach to work  A curious mind-set  A can-do attitude  A solid team ethic  Attention to detail |  | 1, 2, 3 & 4 |
| **\*1=Application Form; 2=Interview; 3=Test/Presentation; 4=Documentary Evidence** | | | |

**Terms and Conditions of Employment Relevant to the Post**

**Job Title:** Academic Administration Manager

**Hours:** 8:30 am – 5:00 pm, full time

**Salary:** £30,000 - £34,000 per annum pro rata, depending upon qualifications and experience

**Contract Type:** Fixed Term Contract ending 31/12/2021

**Work Base:** UCFB Etihad Campus, but any of UCFB’s premises as may be required

**Holidays:** 33 days paid holidays, including the usual public holidays in England and Wales

**Benefits:** Christmas/ New Year closure period (10 discretionary days inclusive of bank holidays), cycle to work, Perkbox, birthday off, annual staff events, pension (statutory auto-enrolment scheme), occupational maternity/ paternity pay after qualifying period

**Subject to:**

*Satisfactory DBS check*

*Satisfactory completion of the Probationary period*

*Right to Work in the UK: Compliance with Asylum and Immigration Act 1996 and Immigration and Asylum and Nationality Act 2006*

*Evidence of stated qualifications relevant to the post*

*Evidence of membership of relevant professional bodies as stipulated by the post*

*Not being subject to a Football Banning Order or any lawful prohibition on entering a football stadium in the UK*