

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Academic Support Administrator

Accountable to: Academic Support
Co-ordinator

Contract Length: Permanent

Hours per week/FTE: 0.4FTE

Weeks per year: 52

Salary: £28,839.00 - £35,205.00 pa
(£11,536 - £14,082) pro rata

Grade: Grade 3

College/Service: Libraries & Student Support
Services / Academic Development & Services

Location: Kings Cross / High Holborn

Purpose of Role:

To provide administrative assistance to the University Academic Support Team, working flexibly and effectively with the job-share partner, forming the 0.8 FTE role.

To support the organisation, communication and monitoring of the University-wide freestanding Academic Support provision: this is both workshop-based at sites across the University and online through Academic Support Online.

To work closely with administrators in Libraries and Student Support Services, and College-based Academic Support teams.

The post holder will be respectful of confidentiality as and when required in discharging the duties and responsibilities of this post.

Duties and Responsibilities:

1. Deal sensitively and accurately with student enquiries for academic support, processing enquiries in a manner that ensures responses are timely and constructive.
2. Be familiar with both the University and Colleges' academic support provisions and Library & Student Support Services, including the Disability, Counselling and Advice Services, Library Services and the Language Centre, in order to undertake effective referrals across departments and services.
3. Oversee the scheduling and bookings for group activities related to the University-wide Academic Support provision. This includes responsibility for arranging room bookings and AV facilities as well as coordinating communications with students, tutors, relevant administrators and managers of facilities.
4. Provide administrative support for the employment of Visiting Practitioners, guest speakers or other staff delivering or contributing to the University-wide Academic Support provision, under the direction of the coordinators of events and online resources.
5. Maintain comprehensive records of the University-wide Academic Support provision utilising appropriate systems and software, contributing to the development of efficient processes for tracking, monitoring and reporting as part of the University's quality assurance processes.

6. Assist with the production and circulation of online and print communications and publicity about academic support, focusing primarily on the University-wide Academic Support provision. This will include ensuring the offer is clear, accurate and up to date in pre-arrival information to students, on the website and intranet, via Moodle sites and social media.
7. Provide administrative support for the Academic Support team including clerking at team meetings and other meetings as required by the Associate Dean of Academic Support.
8. Maintain records and oversee the filing system for the University-wide Academic Support team. This may include providing information for and contributing to the drafting of reports.
9. Administer financial and staff records for the University-wide Academic Support team, such as preparing and sending out contracts for hourly paid staff, processing orders and expenses, and maintaining expenditure records.
10. Assist with the organisation of staff development events related to academic support, including disseminating communications about staff development and providing administrative support for internal workshops and conferences.
11. Participate in team meetings as required by the Associate Dean of Academic Support.
12. Undertake staff development appropriate to the role.

Others:

13. Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
14. Undertake health and safety duties and responsibilities appropriate to the role.
15. Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
16. Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
17. Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
18. To personally contribute towards reducing the University's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016-20122).
19. Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships:

- The job share Academic Support Administrator (0.4) post
- The Academic Support Coordinator, and Digital Curator, Academic Support Online
- The Associate Dean of Academic Support
- The PA/Administrator to the Associate Dean of Academic Support and Director of Library and Student Support Services
- College-based Academic Support Administrators and College Heads of Academic Support
- Colleagues in Library Services, Language Development, and Student Services, including relevant administrative staff
- Colleagues in other student support services, including Outreach, the University Disability Service, Careers & Employability and other areas across the University.
- Students and the Students' Union

Specific Management Responsibilities:**Budgets:** -**Staff:** -**Other:** -

Signed Graham Barton
(Recruiting Manager)

Date of last review January 2019

Person Specification	
Specialist Knowledge/ Qualifications	<ul style="list-style-type: none">• Degree or equivalent qualification• Skills in a wide range of IT platforms, programs and digital media including Excel and social media• Familiarity with<ul style="list-style-type: none">- corporate IT applications/databases such as student records, finance, bookings- web-based content management and blogging tools such as Wordpress, Tumblr
Relevant Experience	<ul style="list-style-type: none">• Experience in providing administrative support to a team preferably in an academic environment• Experience of dealing sensitively with a wide range of enquiries and needs• Work or study experience in the cultural/creative sector• Experience of events organisation, marketing or communications would be advantageous

Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Planning and Managing resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or customer service
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems