

## Job Description

### Job Title – Academic Support Administrator

Job Description	
<p><b>College/Service</b> CCW</p>	<p><b>Location</b> Cross-college</p>
<p><b>Contract Length</b> Permanent</p>	<p><b>Hours per week / FTE</b> 37</p>
<p><b>Accountable to</b> Head of Academic Support</p>	<p><b>Weeks per year</b> 52</p>
<p><b>Salary</b> £30,777 - £37,468 per annum</p>	<p><b>Grade</b> 3</p>
<p><b>What is CCW Academic Support?</b></p> <ul style="list-style-type: none"> <li>• Academic Support at CCW provides learning development opportunities for all our students. We offer a wide range of support to enable students to develop fully as learners within Further and Higher Education and enhance their studies in areas such as; approaching learning and making progress, reading, writing, research and library skills, digital skills, collaboration skills, resilience and making presentations.</li> <li>• At CCW an Academic Support sub-team is based at all 3 of our HE sites and at Foundation (FE), providing both course-embedded and college-wide learning development support to students at all levels.</li> </ul>	

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### What is the purpose of the role?

The post holder's main objectives are:

- To provide administrative assistance to the CCW Academic Support Team, working flexibly and effectively with administrative colleagues within the team and across UAL.
- To support the organization, communication and monitoring of CCW's Academic Support provision: this includes our embedded workshops and tutorials across the college sites, delivered both in person and online and through our digital resource and booking system, Academic Support Online and our CCW-specific internal and external communication channels.
- To work closely with and provide administrative support for the Head of Academic Support and the college-based Academic Support sub-teams.
- To work closely with administrators in Libraries and Student Support Services, and other College-based Academic Support teams where appropriate.
- The post holder will be respectful of confidentiality as and when required in discharging the duties and responsibilities of this post.
- Work with the Head of Academic Support, Associate Dean of Student Journey, Associate Dean of Academic Support for UAL and course teams as appropriate to meet the aims and objectives of the Academic Support offer at CCW.

### Duties and Responsibilities

- Deal sensitively and accurately with student enquiries for academic support, processing enquiries in a manner that ensures responses are timely and constructive.
- Be familiar with both the CCW and University 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.
- Oversee the scheduling and bookings for group activities related to CCW's Academic Support provision. This includes responsibility for arranging on site room bookings and AV facilities and the online learning development offer as well as coordinating communications with students, tutors, relevant administrators and managers of facilities as required.

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- Provide administrative support for the employment of Visiting Practitioners, guest speakers or other staff delivering or contributing to the CCW Academic Support offer, under the direction of the CCW college-based Academic Support team leaders and the Head of Academic Support and in addition to support our online resources provision for students.
- Maintain comprehensive records of CCW's 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.
- Coordinate the production and circulation of online and print comms in consultation with Academic Support leads, on the production and circulation of online and print communications and publicity about academic support for the CCW Academic Support team. 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 as well supporting this approach within and across the team itself and other key internal stakeholders.
- Provide administrative support for the Academic Support team including clerking at team meetings and other meetings as required by the Head of Academic Support at CCW.
- Maintain records and oversee the filing system for the CCW Academic Support team. This may include providing information for and contributing to the drafting of reports.
- Administer financial and staff records for the CCW Academic Support team, such as preparing and sending out contracts for hourly paid staff, processing orders and expenses, and maintaining expenditure records.
- 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.
- Participate in team meetings as required by the Head of Academic Support for CCW.
- Undertake staff development appropriate to the role.

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### General

- To perform such duties consistent with your role as from time to time may be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Staff Charter and Dignity at Work Policy, promoting equality, diversity and inclusion in your work.
- To personally contribute towards reducing the University's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- To 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.
- To 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.
- To conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.

### Key Working Relationships

- CCW Head of Academic Support
- All members of the CCW Academic Support Team and colleagues in Library Services and Language Development working with the three Colleges.
- Programme / Course Teams and colleagues in Outreach and student administration within the three Colleges.
- Colleagues in other student support services, including the University Disability Service.

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### Specific Management Responsibilities

Budgets – n/a

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Staff – n/a

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Other (e.g. accommodation; equipment) – n/a

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## Person Specification

Specialist Knowledge/  
Qualifications

- Degree or equivalent qualification
- Skills in a wide range of IT platforms, programs and digital media including Excel and social media
- Familiarity with
  - corporate IT applications/databases such as student records, finance, bookings
  - web-based content management and blogging tools such as Wordpress, Tumblr

<b>Person Specification</b>	
Relevant Experience	<ul style="list-style-type: none"> <li>• Experience in providing administrative support to a team preferably in an academic environment</li> <li>• Experience of dealing sensitively with a wide range of enquiries and needs</li> <li>• Work or study experience in the cultural/creative sector</li> <li>• Experience of events organisation, marketing or communications would be advantageous</li> </ul>
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Student Experience or Customer Service	Provides a positive and responsive student or customer service
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
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, which are all essential unless marked otherwise. Shortlisting will be based on your responses.

[Optional alternative, for discussion with HR - The application form sets out a number of competence questions related to these selection criteria. Shortlisting will be based on your responses to these questions.]

[Psychometric testing must be included here if relevant]