

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Academic Support Administrator

Accountable to: Head of Academic Support

Contract Length: Permanent

Hours per week/FTE: 1.0

Weeks per year: 52

Salary: £28,274 pa

Grade: Grade 3

College/Service: London College of Fashion
Academic Development & Quality Assurance

Location: 20 John Princes Street, London,
W1G 0BJ

Purpose of Role:

To provide administrative assistance to the Academic Support Team, working flexibly and effectively with the student administration and programme/course administration teams within the College and with other teams that provide academic and student support across the University.

To coordinate information gathering relating to Academic Support and dissemination to students, to ensure that academic support is fully embedded in the core communication systems of the College.

Duties and Responsibilities:

1. Deal sensitively and accurately with student enquiries for academic support, processing enquiries in a manner that ensures that the needs of students are met in a timely and proactive way. The post-holder will be respectful of confidentiality as and when required in discharging the duties and responsibilities of this post.
2. Be familiar with the College's academic support provision and other student support services, including the Disability Service, Library Services and the Language Centre, and with the work of programme, course and student administration teams in order to undertake effective referrals across departments and services.
3. Oversee the scheduling and bookings for group and one-to-one activities related to study support and learning development. This includes responsibility for arranging room bookings and a-v facilities as well as coordinating communications with students and with relevant administrators.
4. Keep comprehensive records of study support and learning development activities, including tutorial records, and administer processes and systems for tracking, monitoring and reporting on academic support that can be used as part of the University's quality assurance processes.
5. Assist with the production and circulation of online and print communications and publicity about academic support, focusing primarily on embedded study support and learning development. This will include ensuring the offer is clearly articulated in pre-arrival information to students and in course/unit handbooks.
6. Provide administrative support for the Academic Support Team, including clerking at team meetings and other meetings as required by the Head of Academic Support.
7. Maintain records and oversee the filing system for the Academic Support Team. This may include providing information for and contributing to the drafting of reports.
8. Administer financial and staff records for academic support such as preparing and sending out contracts for hourly paid staff, processing orders and maintaining expenditure records for the local academic support budget.
9. 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.

10. Participate in team meetings as required by the Head of Academic Support.

11. Undertake staff development appropriate to the role.

Others:

12. Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.

13. Undertake health and safety duties and responsibilities appropriate to the role.

14. Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.

15. 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.

16. 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.

17. 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 College's Academic Support Team and colleagues working in academic support across UAL, including Library Services and the Language Centre
- Programme and Course Teams and colleagues that work in WP, Quality etc, plus the student administration, programme and course administration teams within the College
- Colleagues in other student support services, including the University Disability Service

Specific Management Responsibilities:

Budgets: No

Staff: No

Other: No

Signed _____ Date of last review _____
(Recruiting Manager)

Person Specification

Specialist Knowledge/ Qualifications	Degree or equivalent qualification
Relevant Experience	Experience in providing administrative support to a team, preferably in an academic environment
	Experience of working in a 'customer orientated environment', and of dealing with queries in a sensitive manner, observing confidentiality and role boundaries with diplomacy, discretion and understanding of the different needs within the provision of the service
	Experience of work or study in the cultural/creative sector
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