

Academic Services Coordinator

Department	Registry, Academic Services
Location	Marble Quay, London (Hybrid role) – 3 days a week on campus / 2 days remote
Term	Fixed term post until 31st July 2025 (funded role through OfS)
Salary	£33,000-£36,0000 (depending on experience)
Benefits	The university supports staff maintaining a good work/life balance, offer flexible working and parental leave opportunities, an Employee Assistance Programme which provides free, confidential advice on both home and work concerns as well as optional private medical insurance, season ticket loans and being part of the cycle to work scheme.
Reports to	Head of Quality Assurance and Head of Registry
Start	August 2024

About the University

Founded in 2012, Northeastern University London (formerly known as New College of the Humanities) has established itself as a prestigious higher education institution based in the heart of London. Northeastern University London is part of Northeastern University's Global Campus Network. Positioned as top ranking in the USA, Northeastern has campuses in Arlington, Boston, Charlotte, Miami, Oakland, San Jose, and Seattle in the USA, and Toronto and Vancouver in Canada.

After becoming part of Northeastern University's global network in early 2019, the University has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state-of-the-art campus in 2021.

Northeastern University London offers a vibrant, collegiate community delivering broad and academically rigorous degree programmes, designed to equip graduates with the combination of skills and knowledge that are increasingly desired by organisations, employers, and society. It offers state of the art audio visual technology in its teaching and meeting spaces across the organisation.

About the Role

We are currently seeking an Academic Services Coordinator to provide operational support across the University's Academic Services . Reporting to the Head of Quality Assurance and the Head of Registry, the post holder will be split between two key areas of Academic Services to support the development and implementation of new degree apprenticeship programmes.

Quality Assurance: will work closely with the Quality Managers to:

- Support the Quality Team in maintaining version control of programme and course documentation, including coordinating the production of programme specifications, course descriptors and programme handbooks for proposed degrees, coordinating current programme and course modifications.
- Coordinate University programme approval events, in line with AQF4 Programme and Course Approval and Modification.

Duties & Responsibilities

Registry workload: will work closely with the Student Records Team to support the administration of curriculum build for Degree Apprenticeship programmes and to support all stages of student administration to ensure a timely completion of the curriculum build for all new Degree Apprenticeships within the 2024-25 academic year.

50% FTE Quality Team

Programme Management

- Support the Quality Team in maintaining version control of programme and course documentation, including coordinating the production of programme specifications, course descriptors and programme handbooks for proposed degrees, coordinating current programme and course modifications.
- Coordinating University programme approval events, in line with AQF4 Programme and Course Approval and Modification.
- Support the Quality Team with the quality assurance of Degree Apprenticeship programmes and short courses.
- Supporting role to Head of Quality Assurance on quality assurance when required.

50% FTE Registry - Student Records

- With direction from colleagues, coordinate data reporting exercises for statutory returns such as HESA, OfS and other regulatory bodies.
- Assist with preparations for statutory returns, including HESA Data Futures, and carry out quality checks to ensure data is correctly prepared for submission.

- Respond to queries on student records and data requests, resolving them independently and escalating where necessary.
- Assist with other programme administration tasks, updating student records accordingly and communicating changes to the appropriate teams, e.g., assessments, timetabling and learning resources.
- Collaborate with other professional staff teams, including Student Support & Development, Academic Advising, Residence Services, Quality and Timetabling.
- Respond to email and telephone enquiries in a timely, clear and empathetic manner, investigating where necessary to resolve issues that may arise.
- Provide support for the wider Registry team during peak periods to ensure all tasks are completed and deadlines met.
- Understand, comply with and advise staff and students on University and Registry processes, policies and systems.

Other Duties

- Any other duties commensurate with the level of responsibility of this post, for which the post holder has the necessary experience and/or training and as required.

Person Specification (Essential/Desirable)

Essential:

1. Honours degree (D) or equivalent in work experience.
2. Experience of working in an administration role with the education sector, preferably Higher Education (E)
3. Ability to analyse and understand complex regulatory and procedural documentation and quality issues [E]
4. Knowledge and experience of regulatory frameworks in Higher Education [E]
5. Experience of working with external quality assurance agencies, professional bodies and/or collaborative partners [E]
6. Proven ability of effective problem solving and decision-making (E)
7. Experience of using data management systems (E)
8. Understanding of GDPR, Equality Act and other legislation relevant to education (E)
9. Experience of working in a fast paced and rapidly developing organisation (E)
10. Proven communication and interpersonal skills with the ability to interact and build good working relationships with a diverse range of stakeholders (E)

11. High level of numeracy, written and verbal skills (E)
12. Able to work with a high level of accuracy, confidentiality and attention to detail (E)
13. Well-organised and able to prioritise a varied workload (E)
14. Ability to exercise sound judgement to deal and resolve problems independently, seeking advice where appropriate (E)
15. Ability to work as part of a team to deliver services and projects (E)
16. Excellent IT skills, using Word, Excel, email, Internet and databases (E)
17. Knowledge and understanding of core academic and administrative functions in higher education (E)

Application Process

Informal enquiries may be made to Michelle Longhurst, via email to: michele.longhurst@nulondon.ac.uk. However, all formal applications must be made in accordance with the process set out below.

Applications should be made via [this link](#) by **23:59** on **09 August 2024** Please reference your application “**ASC0724**”.

Interviews are expected to take place in the week commencing **w/c 19 August 2024**.

Please ensure that your application includes a CV and is accompanied by a cover letter that sets out concisely and in ways relevant to this role: (a) your achievements and challenges in the last 12 months and, in your career to date in higher education; (b) how your experience knowledge and skills meet the person specifications ; (d) a statement of your approach to HE administration and data management. Your cover letter should reference the duties and responsibilities and key criteria as outlined above.

Participation in the equal opportunities section is encouraged, but voluntary.

Applications are welcome from all sections of the community and will be judged on merit alone. We welcome applications from underrepresented groups. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.

This post is not eligible for Skilled Worker visa sponsorship