

Job Description

Academic Adviser (Domestic)

Position overview

Department	Academic Support
Location	Devon House, London (Hybrid role) - 4 days in office, 1 WFH
Term	Full-time; permanent
Salary Range	£40880.70 per annum
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.
Direct Reports	Lead Academic Adviser Domestic
Reports to	Head of Academic Support
Start	August 2024 or earlier

The role

The Academic Adviser (Domestic) will play a critical role in advising students who are studying at the London campus, with a particular emphasis on postgraduate taught programmes. This role will be responsible for ensuring that students are successfully advised and continuously supported during the duration of their programme experience. It will entail assisting students to select optional courses where appropriate, as well as supporting them to navigate the educational opportunities across the Northeastern Network.

The Academic Adviser (Domestic) will be responsible for helping students select from a range of potential elective courses each year, taking into account their specific interests and the requirements of their programme. They will work in close collaboration with the other Academic Advisers (both here in London and at other Northeastern Network campuses), colleagues in Student Support and Development, and faculty to ensure that students are supported through the transition to degree study and provided continual guidance on general academic issues.

Duties and Responsibilities

- To provide academic advice and support to the students studying on UK undergraduate and postgraduate programmes, including:
 - Provide academic advising support to enrolled students to facilitate a successful learning experience.
 - Assisting students in the selection of elective courses, taking into account programme requirements, complementarity of courses, and student interests.
 - Providing one-to-one advice on general learning and academic skills, referring students to specialist services as appropriate.
 - Contacting students with low attendance, identifying any barriers to their engagement, and referring to other services if needed.
 - Contacting students at risk of academic failure, assessing needs, and supporting where appropriate and/or referring to faculty or specialist services.
 - Liaising with Student Wellbeing Coordinators in relation to students' Learning Support Plans, to help ensure reasonable adjustments are being appropriately utilised by the student and remain appropriate for their circumstances.
 - Providing advice and guidance on College policies such as Change in Circumstances, Extenuating Circumstances, Break in Study etc.
- Liaise with faculty and professional staff in London to process and advise students on academic progress reports.
- To maintain accurate records of student contacts and appointments utilising TARGETconnect.
- To build good working relationships with faculty and staff in other professional services in London in order to link students with the full range of support available.
- To maintain a good understanding of the University's student facing policies in order to provide accurate advice.
- To maintain a working knowledge of CANVAS, the virtual learning environment, CELCAT the timetabling system, TARGETconnect the student service platform, QUERCUS, SEATS and any other systems/platforms regularly used by students.
- Support the Lead Academic Advisor and the University leaders in academic articulation of integrated programmes
- Keep abreast of developments in the UK education sector, advising the leadership teams on the effect of developments on integration activities.
- To collect and maintain data and records of the programmes and student course selections for statistical and evaluation purposes as directed by the Lead Academic Adviser.
- To assist in the production of course and programme documentation as directed by the Lead Academic Adviser.
- 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 instructed by the College.
- Work at weekends and outside of normal office hours will be required occasionally.
- Travel may be required.

About the University

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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.

Person specification criteria

To undertake this role, the following should apply – should you not have the experience below, please do highlight where transferable skills would assist with you undertaking the role.

- Honours degree or equivalent professional or vocational qualification (E)
- Experience with academic advising or providing academic support in higher education (E)
- Proven track record of effective and results driven problem solving and decision-making. (E)
- Significant experience working with students from a range of social, ethnic and cultural backgrounds. (E)
- Good understanding of GDPR, Equality Act and other legislation relevant to student support. (E)
- In-depth knowledge of the academic expectation for undergraduate students in British universities. (E)
- Experience of utilising student information systems and customer relationship management systems. (E)
- Strong communication skills. Excellent verbal and written English. (E)
- Strong interpersonal skills, able to quickly build good working relationships with students, faculty, and professional service colleagues. (E)
- Ability to organise and prioritise own workload, exercise good time-management and the ability to work to deadlines. (E)
- Ability to adapt communication style to meet the needs of the recipient (E)
- Ability to work as part of a team to deliver services and projects. (E)
- Good IT skills, using Word, Excel, email, Internet and databases (E)
- Ability to adapt and positively respond to rapid change. (E)
- Ability to occasionally work weekends and outside of normal office hours (E)
- Knowledge of Computer Science, AI, Philosophy, or related fields (D)
- Masters degree (D)
- Experience of working with postgraduate students (D)

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- Experience living, travelling, or working abroad (D)
- Experience of working in a fast paced and rapidly developing organisation (D)

Additional Information

Enquiries

Informal enquiries may be made to Alex Underwood at alex.underwood@nulondon.ac.uk. However, all applications must be made in accordance with the application process specified.

Application process

Applications should be made via [this link](#) by 23:59 on **24th September 2024**. Please reference your application “**AAD0924**”. Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page that addresses the criteria for the role and a full curriculum vitae.

Interviews are expected to commence w/c **30th September 2024**.

Please note this role may require a basic or enhanced DBS check. Our organisation acknowledges the duty of care to safeguard, protect and promote the welfare of our students and staff, and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and Ofsted requirements. You must adhere to the above if you are offered a role with NU London.

Applications are welcome from all sections of the community and will be judged on merit alone. We welcome applications from all underrepresented groups, including the Global Majority. 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.