Job Description

Academic Advisor (Mobility)

Position Overview

Department	Academic Services, Student Support and Development
Location	Devon House, London
Term	Full-time; Permanent
Salary Range	£36,750- £40,880.70 per annum, depending on experience
Benefits	Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
Start	4 November 2024 or as soon as possible thereafter

The role

The Academic Adviser (Mobility) plays a critical role in advising students in a variety of Northeastern University (Northeastern) programmes who are studying at the London campus. The Academic Adviser (Mobility) will work in close collaboration with operational and administrative departments at both Northeastern and Northeastern University London. This role will be responsible for ensuring that students are successfully advised and continuously supported during the duration of their programme experience, with a particular emphasis on supporting Northeastern students studying in London; and support students to navigate the collaborative educational opportunities across the two institutions.

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.

Duties and Responsibilities

- To provide academic advice and support to the students studying on mobility 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.

- To coordinate students' requests for references.

- 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, 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 for statistical and evaluation purposes as directed by the Lead Academic Advisor.

- 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.

Person Specification Criteria (Essential / Desirable)

- 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)

- Masters degree (D)

- Experience of working with university students (D)

- Experience living, travelling, or working abroad. (D)

- Experience of working in a fast paced and rapidly developing organisation (D)

Application Process

Applications should be made via **this link** by **23:59** on **4 October 2024**. Please reference your application "**AAM0924**".

Applications must include a covering letter of no more than one page and a full curriculum vitae.

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.