

Acting Head of Academic Support

(Internal Only)

Job Description

Position Overview

Department	Academic Services, Academic Support
Location	Devon House, London
Term	Fixed Term October-February Maternity Leave
Salary Range	£56,000 - £59,000 depending on experience
Benefits	<p>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.</p> <p>Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection and pension schemes.</p>
Start	30 October 2024 or as soon as possible thereafter

The role

The Acting Head of Academic Support will be responsible for the management of a range of professional services to support students' academic success including academic advising, English for academic purposes (EAP), academic writing, and specialist support tutoring. The Acting Head will ensure that students on both mobility and domestic degree programmes are successfully advised and continuously monitored and supported for the duration of their programme experience. The Acting Head of Academic Support will work closely with the Head of Registry, Head of Quality, Head of Student Support, Timetable Manager and senior faculty to contribute to the smooth and effective planning and running of the academic timetable. The Acting Head will direct the Academic Advisors to ensure students are enrolled onto appropriate courses for their programme of study and with the wider team to ensure that students experiencing academic difficulties are provided with timely and appropriate support. The Acting Head will also work with colleagues at other

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Northeastern University sites to enable students to fully benefit from the academic opportunities across the Northeastern Network. Academic Support is a growing area and the Head will need to build and shape the team, develop relationships with colleagues in London and across the Northeastern network to provide a seamless, engaging and responsive service to students.

Duties and Responsibilities

- To manage the Academic Support staff including the Lead Academic Adviser, Mathematics Tutor, Specific Learning Difficulties Adviser and English and Academic Writing Adviser.
 - Ensuring new staff are fully inducted and trained.
 - Ensuring annual staff appraisals are completed in line with University guidance
- To manage academic support services as follows:
 - Academic Advising, including student course selection, change of courses, attendance monitoring, general study skills advice
 - English Language and Academic Writing, including support for student who are not native speakers of English and support for academic writing.
 - Mathematics Tutoring, providing additional support to students having difficulty with mathematics based courses.
 - Specific Learning Difficulties, providing specialist support with study skills and techniques for students with learning/neurological differences.
- To ensure that accurate records of all student contacts and appointments are maintained on the student case management system.
- To oversee undergraduate student attendance monitoring. Working closely with faculty and the Visa Team to monitor attendance and to ensure poor attendance is addressed through informal or formal procedures as most appropriate.
- To build and maintain good working relationships with the other heads of professional services and faculty leadership in London in order to ensure students receive high quality coordinated support and services.#
- To build and maintain a good working relationship with the Heads of academic advising at other Northeastern University sites, primarily Boston and Oakland, to ensure students moving between campuses are appropriately advised
- To maintain a good understanding of the University's staff and student facing policies, contributing to the review and updating of policies as directed by the Academic Registrar.
- To coordinate students' requests for references
- To sit on committees and working groups
- To collect and maintain accurate data and records of the services provided for evaluation

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purposes, preparing reports on service usage and impact.

- 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 University.
- Work at weekends and outside of normal office hours will be required occasionally.
- Travel may be required.

About the University

Originally founded in 2012 as the New College of the Humanities, Northeastern University London has established itself as a prestigious higher education institution based in the heart of London. After becoming part of Northeastern University's global network in early 2019, the Uivresity has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moving to new premises in 2021. NU London continues to grow taking in more students year on year, further expanding its courses, network, and opportunities.

Person Specification Criteria (Essential / Desirable)

- Postgraduate degree or equivalent professional or vocational qualification (E)
- Experience of management of staff in higher education (E)
- Significant experience of academic advising or providing academic support in higher education in the UK and US system (E)
- Experience of supporting 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 students in British and American universities. (E)
- Strong communication skills - excellent verbal and written English. (E)
- Strong interpersonal skills, able to quickly build good working relationships with faculty and staff at all levels. (E)
- Strong IT skills, using Google, Microsoft Teams, Word, Excel, email, Internet and databases (E)
- Ability to adapt and positively respond to rapid change. (E)
- Ability to travel and occasionally work weekends and outside of normal office hours (E)

Person specification criteria

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

- Experience
- Knowledge, Skills and Abilities
- Education, Qualifications and Training
- Personal Attributes

Additional Information

Application Process

Applications should be made via [this link](#) by 23:59 on **25 September 2024**. Please reference your application “**AHAS0924**”. Participation in the equal opportunities section is encouraged, but voluntary.

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

Applications are welcome from all sections of the community and will be judged on merit alone.

Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.

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.