

Job Description

Title:	HE Academic Administration Officer
Line Managed by:	Admissions and Registry Manager
Overall responsibility:	To provide comprehensive administrative support to the Higher Education team
Hours:	35 hours per week. (Mon-Fri 9 am – 5 pm)
Salary:	£23,422 per annum
Holiday Entitlement:	30 days paid holiday per annum, inclusive of eight Statutory Bank Holidays, increasing by one day for each year of service from 1st September up to a maximum of 35 days per annum.

About National Centre for Circus Arts

The National Centre for Circus Arts is one of Europe's leading providers of circus arts training. For the past 30 years, we have provided emerging and professional circus artists, directors and choreographers access to vital space and support to train, experiment and share ideas.

The National Centre is a registered charity and our diverse range of work includes BA degree-level education in Circus Arts which is supported on either side by a structured training programme for under-18s and professional development opportunities for aspiring and established performers. Adults and young people can enjoy recreational classes and occasional performances. We also run highly regarded workshops, away days and team-building events for the corporate community. We continue to develop our creation and production capabilities and are striving forward in both initiating, supporting and creating high-quality work that can tour regionally and nationally. Our national role increasingly sees us supporting and mentoring circus artists and organisations across the country as we seek to develop and mature our remarkable art form.

We strive to deliver quality Higher Education courses that are accessible to students from all backgrounds and provide exemplary experiences to all students from application to graduation and beyond. We are a validated institution with the University of Kent who award our Foundation Degree and BA (Hons Top-up Degree). We are a Higher Education Provider registered with the Office for Students.

Purpose of the role

The Higher Education Academic Administration Officer will work closely with the HE Admissions and Registry Manager, Head of Academic Administration and Student support, degree administration and delivery staff as well as the broader Professional Development strand of the organisation. The Higher Education Administrator will maintain administrative

aspects of the Higher Education Provision, ensuring that we maintain and deliver regulatory obligations with the University of Kent and the Office for Students. This will be a student-facing, first point of contact role.

MAIN RESPONSIBILITIES

- Student assessment cycle
- Student feedback and surveys
- Student voice and engagement
- Maintenance of student administration including registers and attendance records
- General office administration
- Committee Clerk
- Meetings and training

DETAIL OF RESPONSIBILITIES

Student assessment cycle

Administration of the Higher Education assessment cycle, working closely with the Head of Academic Administration and all assessing staff in line with Office for Student and University of Kent regulations. Tasks include:

- First point of contact for students and staff regarding assessment queries
- Creation and management of all assessment-related documentation
- Management of student academic records
- Collection, collation and submission of assessment data both internal and external
- Collection, collation and submission of Concessionary Evidence
- Overseeing assignment submissions, extensions, resubmissions and marking deadlines
- Preparing for and minuting annual exam board meeting
- Liaising with external examiners
- Working with the Student Support Manager and the course delivery team to implement adjustments and alternative assessments
- Supporting the Head of Academic Administration in ensuring adherence to academic regulations and quality standards.

Student Feedback and Surveys

- First point of contact for student and staff queries around feedback and surveys
- Management of internal student surveys and feedback data
- Creation of termly and annual feedback reports
- Administration of the National Student Survey student engagement

Student Voice and Engagement

- Coordination of our Student Rep System, including the election process
- First point of contact/liaison for queries around student voice and engagement
- Helping to facilitate student campaigns
- Supporting the facilitation of student-led committees/societies

Maintenance of Student Administration, Registers and Attendance Records

- Administration of student attendance and ensuring that the registration system is up to date
- Updating Microsoft Teams – Creating Student Profiles and maintaining TEAMS and CHANNELS
- Triggering academic diligence processes
- Maintaining Visa attendance requirements
- Processing and Managing Extension Requests

General Office Administration

- Carry out general admin duties associated with the Higher Education course e.g. writing letters and council tax exemption letters
- Responding to HE-related queries / directing enquiries as required sent to the info@ email address or by phone
- Support the management of the virtual learning environment (MS TEAMS)
- Assist in the upkeep of contact records, including students, staff and trustees
- Organise internal performance ticket allocation and dissemination for staff and students
- Assist with open days, tours and visits
- Manage Student Locker Allocation and maintenance
- Assist with the coordination of internal student photo shoots
- Assist with NCCA social media content administration

Committee Clerk

- Take minutes for all committee meetings listed below and other meetings as required
- Assist with the preparation and circulation of meeting papers

Meetings and Training

- Degree Administration Meetings (Weekly)
- Student and Staff Learning and Teaching Committee (Termly)
- Academic Board (Minute) (Termly)
- National Centre Sub Committee (as scheduled)

Other

Such other duties (commensurate with the role) which may from time to time be reasonably required and:

- Demonstrate a commitment to health & safety and its practical application in all areas of work and encourage a culture of responsibility for H&S throughout the organisation.
- Promote a commitment to the National Centre's Equal Opportunities & Diversity policy, Disability & Reasonable Adjustments commitment and Code of Conduct, along with all other policies that contribute to the operating values and ethos of the organisation as determined in its mission statement.

PERSON SPECIFICATION

Essential

- Excellent computer skills and an ability to use IT tools, particularly Office 365 and TEAMS
- Excellent inter-personal and communication skills
- Excellent organisational and time management skills
- Experience in working positively and collaboratively in a small and busy team
- An open attitude to new ways of working and adapting skills to new uses
- Ability to be flexible and adaptable in a professional context
- Strength of character, openness and perspective

Desirable

- Knowledge of HE procedures and a basic understanding of the delivery of formal education courses
- Experience of IT tools such as CELCAT Timetabling Software
- An interest in circus performance and its trends
- A working knowledge of Health and Safety issues
- Qualified first-aider in the workplace or willingness to train.
- Experience of working with HE students.

Personal attributes

- Interest in the performing arts sector.
- Ability to work effectively and collaboratively across departments.
- Ability to work to deadlines and keep calm under pressure.
- Creative and entrepreneurial spirit.
- Flexible approach to working hours.