

Job Description and Person Specification

Academic Administration Executive

March 2024

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Purpose and Values

Purpose

Our purpose is:
Breaking down barriers together.

Values

Our values are:
Dare to be different
Make it happen
Don't be mean

Job Description

Job Title:	Academic Administration Executive
Salary:	Grade 1: £24,780 to £35,280 per annum
Hours of Work:	37.5 hours per week
Holidays (Paid):	Monday to Friday 08.00 to 18.00 [Non-contractual flexible working scheme applies] However, occasional working from home may be permitted at the line manager's discretion provided it does not exceed one working day in any week; this is subject to the postholder completing a satisfactory risk assessment of their home workstation and working environment.
Pension:	25 days (some of which to be taken during Christmas/New Year shut down), plus public holidays
Main purpose of the role:	Under the supervision of the Head of Academic Administration, the Academic Administration Executive will be responsible for academic, student and course administration.
Reporting to:	Head of Academic Administration
Location:	7 Bedford Square, London, WC1B 3RA

Main Tasks

The main tasks of the job are:

- Ensure all tasks are undertaken within the spirit of the Institute's vision and values.
- Promote, apply, and ensure compliance with the Equality Act 2010 and the Institute's Equality, Diversity and Inclusion Policy, and make a full and positive contribution to the implementation, evolution and enhancement of the Institute's Inclusive Learning Environment.
- Deliver a high-quality and effective service for all students throughout the student lifecycle from the point of, and including, enrolment until graduation and beyond.
- Undertake academic administration tasks, ensuring compliance with all internal and external regulations, policies and procedures, including those that relate to claims for extension, mitigating/extenuating circumstances, academic misconduct and assessment appeals.
- Ensure that Student Forms are easily accessible to all students and that they are reviewed/amended when there are changes to any relevant regulations, policies and procedures.
- Ensure the timely and accurate updating of information within internal and external databases for each stage of the student lifecycle (for example (and where applicable): Oracle Student Record Management System; Hobsons Radius Customer Relationship Management System).
- Ensure improvements in data quality throughout the student lifecycle from the point of, and including, enrolment, and comply with any requirements issued by the Head of Data and Statutory Returns with regards to student data that must be collected for submission to HESA and other external stakeholders.
- Provide students with first-line advice and guidance on academic administration and facilitate their understanding of internal and external regulations, policies and procedures.
- Respond to all Student Self-service Portal (SSP) queries within two working days (a holding response can be provided for complex queries) and undertake regular audits to measure response times.
- Process students' selection of optional modules for the subsequent academic year.
- Ensure provision of Birkbeck Library / Access cards for new and returning students at the beginning of each Academic Year for each specific intake.
- Ensure a seamless face-to-face enrolment process for both domestic and international students for each intake.
- Assist the Senior Academic Administrator in re-enrolment activity.
- Provide data after the end of each semester for completion of Module Monitoring Reports (MMRs).
- Provide data at the mid-year stage of delivery for completion of Annual Course Evaluation Reports (ACERs) with the support of the Head of Data and Statutory Returns.

- Provide data at the end of each academic year for completion of Annual Monitoring and Evaluation Reports (AMERs) with the support of the Head of Data and Statutory Returns.
- Provide advice, guidance, assistance and training to staff with regard to internal and external regulations, policies and procedures which relate to academic administration.
- Deliver a high-quality service for all students and staff.
- Work collaboratively with all members of staff.
- Attend Staff Meetings, Committees, Staff Development sessions and all other meetings at which attendance is required.
- Ensure all communications with students and colleagues are in line with the Institute's Tone of Voice Guidelines.
- Use all IT systems appropriately and effectively, to include SharePoint and Microsoft Teams.
- Carry out duties and responsibilities at all times with due regard to relevant regulations, policies and procedures, including those relating to health and safety.
- Adhere to the provisions of data protection legislation, and refrain from sharing any personal or other information relating to students with any third party without the Line Manager's express permission.
- In addition to the above tasks, to undertake any other tasks as directed by the Line Manager (or nominee).

The above is not an exhaustive list of tasks as the role may change to meet the Institute's overall objectives. These tasks are subject to amendment over time as priorities and requirements evolve and as such the job description may be amended at any time by the line manager following discussion with the post holder.

Person Specification

Essential criteria [i.e. the criteria that an applicant must satisfy]

Qualifications

- Undergraduate degree or equivalent.

Experience and attributes

- Experience of working in student support or academic administration in a Higher Education setting.
- Ability to manage the academic administration function within a higher education setting.
- Ability to deal with module mapping activities for progressing students, ensuring compliance with the Academic Regulations.
- Computer literate (to include competence in the use of Microsoft Office, in particular Word, Excel, PowerPoint and Outlook; SharePoint; and Microsoft Teams).
- Ability to deal with large sets of data using Excel.
- Advanced Excel skills (e.g. use of VLOOKUP formulas, pivot tables).
- Ability to use Student Management Systems (e.g. Oracle on Demand, SITS).
- Ability to use a Customer Relationship Management system (e.g. Hobsons Radius).
- Ability to interrogate and interpret data.
- Ability to work under pressure with tight deadlines.
- Excellent writing, communication, and interpersonal skills.
- Ability to engage and work positively with a wide range of people.
- Ability to work independently as well as take direction and work collaboratively across divisional and departmental boundaries.
- Excellent organisational skills and the ability to effectively prioritise.
- Ability to manage change and adapt to a fast-changing environment.

Personal qualities

- Welcoming and hospitable attitude.
- Ability to own and find solutions to problems.
- Commitment to living the Institute's values: Dare to be different; Make it happen; Don't be mean.
- Enthusiasm and empathy for the Institute's purpose and values.
- Genuine commitment to equal opportunities, widening participation, and the Institute's Inclusive Learning Environment.

- Good time management, with an ability to work under pressure and meet tight deadlines, whilst maintaining high attention to detail.

Desirable criteria [i.e. the criteria that it is desirable (but not essential) that an applicant should satisfy]

Qualifications

- None

Experience and attributes

- None

Personal qualities

- None

Guaranteed Interview Scheme for applicants with a disability and other related information

We actively encourage applications from persons with a disability.

If an applicant with a disability meets the essential criteria for the job (as set out within the Person Specification), they will be provided with the opportunity to demonstrate their abilities at an interview under our Guaranteed Interview Scheme.

In order to request a guaranteed interview, to obtain documentation in a different format, to ask for support or to discuss any issues around reasonable adjustments, in the first instance, please contact Antony Charles, People, Talent and Culture Manager at antony.charles@bil.ac.uk. Please refer to our [Staff Recruitment and Development Policy](#) for further information.