

Manager of Academic and Student Services

Salary Range: £30,000 - £35,000 per annum

12 Month Fixed Term Contract – Full Time

London IBT Ltd.

Navitas is a diversified global education provider that offers an extensive range of educational services for students and professionals including university programs and language training.

London IBT Ltd trading as London Brunel International College (LBIC) is currently recruiting for a Manager of Academic and Student Services, based on campus at Brunel University. The successful candidate will be required to manage the key aspects of the student study and support cycle, with particular regard to: records and reporting compliance; teaching and learning services; quality standards; regulatory provision; student performance and intervention strategies; student support and welfare services; orientation and information services; student accommodation; immigration status and student inclusion and engagement.

Essential:

- Strong verbal and written English language communication skills
- Interpersonal skills which are effective with a variety of cultural and ethnic stakeholder groups
- Computer literacy skills inclusive of demonstrated competence with the Microsoft Office suite – PowerPoint, Excel, Word and Outlook as well as being a proficient database user
- Robust records management and administrative skills
- Academic management and student support experience
- Three years' experience of the education services industry in the UK and/or offshore
- Postgraduate and undergraduate qualifications or equivalent work experience
- Knowledge, administration and compliance experience relating to Home Office Tier 4 sponsorship duties and requirements
- Knowledge, administration and compliance experience relating to QAA educational oversight requirements
- Budget management ability
- Project management skills including the talent to facilitate engaging student orientation and induction activities
- Established competence and the willingness to participate as a 'team player'
- A proactive approach to working, including the proven aptitude to organise their own and others' workload and to cope with a variety of tasks and demands
- A flexible attitude to work including a readiness to work weekends and evenings in support of student and administrative activities
- Ability to travel within the UK

Please see information sheet below, for further information.

What we Offer

The Navitas Group offers outstanding long-term career opportunities within the UK and abroad, and is a values driven and an equal opportunity employer. LBIC reserve the right to fill the position by invitation.

Enquiries and applications, including both a covering letter and curriculum vitae should be sent to:
Catherine Vines – College Director / Principal – catherine.vines@lbic.brunel.ac.uk

Applications close on **Friday 28th October 2016 at 17:00hrs.**

We regret that due to the volume of applications, only successful applicants will be contacted.

Information Sheet

Manager of Academic and Student Services

Position Summary

POSITION TITLE:	Manager Academic and Student Services (MASS)
POSITION STATUS:	12 Month Fixed Term Contract – Full Time
SALARY SCALE:	£30,000 - £35,000 per annum
RESPONSIBLE TO:	Director of Academic and Student Services
PROBATION PERIOD:	Three (3) months
ANNUAL LEAVE:	36 days inclusive of eight (8) Bank Holidays

Division: University Programmes Division

Reports to: Director of Academic and Student Services (DASS)

Overview and Objectives of the Position:

Navitas Limited is an Australian owned public listed company. Navitas is an industry leader in providing managed campus services, pre-university and university pathway programmes for domestic (Australia only) and international students, as well as High School Year 10-12, English for leisure; migrant English and academic preparatory programmes, Foundation, Degree, Pre-Masters and Masters programmes in a wide range of disciplines. Navitas Limited is made up of three operating divisions:

1. University Programmes Division
2. SAE
3. Professional and English Programmes

Navitas conducts a wide range of activities in Asia, North America, Africa, Australia, Continental Europe and the United Kingdom.

Navitas Colleges are modern and dynamic educational institutions committed to providing quality educational programmes and excellent student support in an environment that encourages students to achieve the best possible results in their studies. The UK Colleges offer a range of Degree Programme Elements from undergraduate Level 0 (Foundation) to Level 1, 1st Year university studies and postgraduate Masters Preliminary programmes in a wide range of degree pathways. The Colleges are all based on the campus of their Partner University and as such are Associate or Affiliate Colleges of their Partner University. Navitas students benefit from the range of facilities open to all University students.

Currently there are ten (10) Navitas Colleges in the United Kingdom:

1. Hertfordshire International College (HIC) is located on the University of Hertfordshire's College Lane Campus in Hatfield
2. London Brunel International College (LBIC) is located on the Uxbridge campus of Brunel University London
3. Cambridge Ruskin International College (CRIC) is located on Anglia Ruskin University's Cambridge campus
4. The International College Wales Swansea, (ICWS) is located on Swansea University's Singleton Park campus
5. The International College Portsmouth (ICP) is located on the University of Portsmouth's campus in central Portsmouth
6. The Plymouth University International College (PUIC) is located on Plymouth University's campus in central Plymouth
7. The International College Robert Gordon University (ICRGU) is located on Robert Gordon University's Garthdee campus in Aberdeen
8. The Edinburgh International College (EIC) is located near Edinburgh Napier University's Merchiston campus in central Edinburgh
9. The Birmingham City University International College (BCUIC) is located on Birmingham City University's Bournville campus
10. University of Northampton International College (UNIC) is located on University of Northampton's campus

The Manager Academic and Student Services (MASS) is a critical member of the College team with a focus on managing the key aspects of the student study and support cycle, with particular regard to: records and reporting compliance; teaching and learning services; quality standards; regulatory provision; student performance and intervention strategies; student support and welfare services; orientation and information services; student accommodation; immigration status and student inclusion and engagement.

The role requires a high energy, self-starter who is able to use their initiative and be an active and productive member of a cross functional team, working with the academic, admission, finance, ICT and marketing functions of the College to which he/she is attached.

The MASS reports to the DASS, works with other Manager/s and is supported by Officers in the provision of a comprehensive teaching provision, an information management structure and all-encompassing support service to students.

Key Relationships:

- i. Academic Services
- ii. Student Services
- iii. College Director / Principal
- iv. Director of Academic and Student Services

Key Result Areas:

The MASS is a vital part of creating a successful student experience and requires extensive vigour and commitment to ensure that the academic and support services provided to students are the best possible. In this they will:

Compliance

- Manage student record systems to required standards and accuracy in tandem with the visa compliance regime to meet College protocols and Home Office Tier 4 sponsorship management duties
- Coordinate and manage the ongoing monitoring of student academic performance and associated strategies with a view to complying with the QAA's Code of Practice
- Manage and participate in the delivery of an effective student retention programme
- Establish and manage the student forum/council
- Deliver effective learning and teaching strategies to prescribed standards
- Manage the 'Students in Jeopardy' programme in liaison with the Student Services Officers
- Support the visa renewal process for all students
- Prepare and interpret statistical data and trends reports, relating to the academic performance of students, in-turn and implementing the appropriate response mechanisms
- Manage the effective and efficient academic reporting to the College Teaching and Learning Board, Module Panels and Progression Boards
- Coordinate and administrate preparation for all quality and standards led audits and inspections to meet the internal and external requirements of relevant stakeholders
- Manage effective and accurate attendance monitoring processes to required standards and coordinate reporting mechanisms
- Ensuring understanding of the educational process by all participants, with respect to their responsibilities, the required standards and expected outcomes
- Manage the College built environment with regard to security and zoning, estates requirements and OSH performance standards
- Liaise with the Navitas UK Quality and Standards Office as required on matters relating to service standards, immigration guidance, policy and regulations
- Manage the student grievance process in line with policy and regulations
- Manage the College Census programme ensuring timely and accurate information integrity

Teaching and Learning

- Support academic/skills staff in the management of class structures and administrative requirements, induction and ongoing advisement with regard to key information concerning the teaching and learning environment and associated technologies, preparation and teaching materials, managing appointment sessions for students and academic/skills staff.

- Manage and coordinate all timetabling and teaching space allocation in liaison with the partner university timetabling unit as appropriate
- Manage and coordinate all assessment points and examination periods to required standards and protocols
- Manage the administration of the moderation and/or external examination processes
- Ensure that all front line student learning queries, including timetable information and changes, assessment regulations, results release, results appeals and general academic enquiries are dealt with effectively
- Manage academic progression arrangements from the College to the partner university and liaise with appropriate university staff
- Manage and ensure that all academic information is dealt with in accordance with College Procedures and Regulations
- Develop and maintain a broad understanding of the College's pathway provision to underpin student management decisions to provide information to the relevant boards, committees and panels
- Demonstrate a knowledge and understanding of the partner university and its degree schemes to provide accurate and robust advice to all stakeholders
- Liaise with link tutors and partner university departments/schools/faculties on academic and quality matters as required

Customer Service

- Lead and manage the provision of front line service to students, associated customers and all stakeholders
- Manage the student support services function, ensuring that it prioritises student queries and requests, providing immediate and appropriate responses
- Oversee front line communications, incorporating the reception area and the College's telephone system, including effective mail management, dissemination of messages and call forwarding
- Provide support to students progressing from one stage of study to the next
- Manage student communications via the student portal and seek to consolidate and enhance this provision
- Assist as required in communicating with Navitas agents and past/present/future students through the College's official Facebook Page and Facebook Group, in accordance with the Navitas Guide to Administering Facebook Groups and Pages and the IT Acceptable Usage Policy
- Demonstrate a knowledge and understanding of the partner university's services and provide basic advice on those services, as and when appropriate, to students
- Support student surveys, along with quantitative and qualitative analysis and distribution

Events and Facilities

- Manage teaching spaces and ensure professional working standards are met at all times, inclusive of technical support for university IT and laboratory spaces, and liaison with the ICT Support Officer for College spaces
- Manage the partnership with the Student Union
- Provide assistance as required, in the arrangement of student activities and events programmes at the partner university and across Navitas UK

Orientation and Induction

- Develop and implement an effective integrated orientation and induction programme
- Manage the airport 'meet and greet' service
- Coordinate and participate in the 'student integration programme' i.e. recreation activities, intra-College sporting events and tours

Welfare

- Effectively manage the student accommodation provision at an operational level, regularly reporting on key related issues for the attention of the College Teaching and Learning Board
- Ensure appropriate assistance, guidance and referral is provided to students requiring support related to their health, health insurance, social adjustment, police registration (where applicable) and general welfare issues
- Manage the relationship with the partner university's student services and local community services to meet admission and planning requirements for students requiring support in dealing with specific needs
- Manage and participate in the College's 24 x 7 emergency response programme and after office opening hours support to students

Other

- Any other duties or tasks as directed by the Line Manager

Qualifications and Selection Criteria

The MASS will possess:

- Strong verbal and written English language communication skills
- Interpersonal skills which are effective with a variety of cultural and ethnic stakeholder groups
- Computer literacy skills inclusive of demonstrated competence with the Microsoft Office suite – PowerPoint, Excel, Word and Outlook as well as being a proficient database user
- Robust records management and administrative skills
- Academic management and student support experience
- Three years' experience of the education services industry in the UK and/or offshore
- Postgraduate and undergraduate qualifications or equivalent work experience
- Knowledge, administration and compliance experience relating to Home Office Tier 4 sponsorship duties and requirements
- Knowledge, administration and compliance experience relating to QAA educational oversight requirements
- Budget management ability
- Project management skills including the talent to facilitate engaging student orientation and induction activities
- Established competence and the willingness to participate as a 'team player'
- A proactive approach to working, including the proven aptitude to organise their own and others' workload and to cope with a variety of tasks and demands
- A flexible attitude to work including a readiness to work weekends and evenings in support of student and administrative activities
- Creative thinking processes
- Commitment to self-improvement
- Ability to travel within the UK

The MASS will preferably have experience of or possess:

- Teaching or education management experience in the UK and/or offshore
- Curriculum development experience
- Understanding, knowledge and training with respect to UK immigration regulations
- OSH qualifications
- A first-aid qualification