



Academic Operations Officer

Job Description

POSITION OVERVIEW

Job Title:	Academic Operations Officer
Contract type:	Full-time; permanent
Department:	Student and Academic Services
Reporting to:	Registrar
Location:	Central Office – 19 Bedford Square, Bloomsbury, London
Remuneration:	£26,000 to £35,000 (depending on experience)
Start date:	As soon as possible
Benefits:	Generous benefits package including 25 days holiday allowance (excluding bank holidays), group life assurance, group income protection, pension scheme (optional) and private healthcare (optional)

The Academic Operations Officer's role provides prompt and efficient support to the College's faculty, students and professional staff. It has ownership of the College's timetable; supports the submission of regulatory returns; manages the College's Prevent programme; and supports the College's compliance with Data Protection requirements. These responsibilities require maintaining communication and positive relationships with students, professional staff, and academics, to ensure the College at all times provides an exceptional student experience.

DUTIES AND RESPONSIBILITIES

Main Duties

- Timetabling:
 - Creating and maintaining the computerised timetable, including editing one-off events and rescheduling sessions to ensure that academic staff and students have up-to-date schedules.
 - Using the timetable application (CELCAT) to plan for the next academic year, and using the outputs to advise on staff hours, room requirements and timetabling adjustments.
 - Liaising with academic staff about availability for timetabling.
 - Room booking for internal events and ad-hoc bookings.
 - Providing staff and student training on relevant College databases and IT systems.
- Library provision:
 - Managing the College's library provisions including liaising with Senate House Library.
- Regulatory reporting
 - Providing support to the Registrar especially in the area of academic reporting including assisting with the preparation of the HESA AP student and UNISTATS submissions.
- Prevent:
 - As the College's Prevent Officer, keeping abreast of changes to the Government's Prevent policy and disseminating these to relevant staff and students; and ensuring the College is Prevent compliant, including submitting the annual return to HEFCE, and training staff.
- Data protection:
 - As Deputy Data Protection Officer, assisting the College's Data Protection Officer when necessary.
- Other:
 - Analysing attendance data regularly in order to provide information required by the NCH Student Attendance Policy.
 - Providing metrics for reporting to the NCH Board and to relevant senior managers.
 - Developing and maintaining the functionality of the Student Information System, and being main point of contact for functional queries.

- o Any other duties commensurate with the level of responsibility of this post, for which the post holder has the necessary experience and/or training.

QUALIFICATIONS

Specification	Assessment criteria		
	Essential Desirable	Application	Interview
Education, Qualifications and training			
Good undergraduate degree	E	X	
Proven intellectual ability to keep up with very bright co-workers and applicants	E		X
Degree in the humanities	D	X	
IT qualification or formal training	D	X	
Experience			
Experience of working in an administrative role within the education sector	E	X	
Experience of working with academics and students and dealing with frequent queries on various matters	E	X	
Experience of working within a Higher Educational establishment	D	X	
Knowledge, Skills and Abilities			
Good written communications and strong interpersonal skills to deal with individuals at various levels	E		X
Excellent IT skills with experience of VLE and CRM platforms	E	X	
Well organised and able to prioritise and work under pressure	E		X
Experience of using CELCAT, Moodle and Google platforms	D	X	