

Diplomas Officer

Reports to: Academic Director

Salary range: £27,000 – £29,000 depending on experience

Location: Cambridge (onsite role)

**Contract: Permanent, full-time
(37.5 hours per week plus occasional evenings and weekends)**

Cambridge Muslim College was established in 2009 to develop and disseminate Muslim thought leadership through world-class education, training and research based on dialogue between the Islamic tradition and the circumstances of the modern world. It currently offers a full time BA in Islamic Studies validated by the Open University, the Diploma in Contextual Islamic Studies and Leadership and the online Diploma in Islamic Psychology.

Job purpose

The Diplomas Officer provides high quality administrative support to students enrolled on the one-year Diploma in Contextual Islamic Studies (DCISL) and Leadership and the one-year online Diploma in Islamic Psychology (DIP). The Diplomas Officer has responsibility for timetabling, attendance, creating and maintaining student records, administering assessments and examinations, communications and dealing with day-to-day students matters. The DCISL has approximately 20 students who attend onsite classes and the DIP has 35 students who undertake the course entirely online. The Diplomas Officer will work closely with the academic staff in the delivery of the programmes and be supervised on a day-to-day basis by the BA Senior Officer.

The Diplomas Officer will have administrative experience, ideally gained in a higher education environment, and demonstrate strong customer care qualities. They must be able to work with minimal supervision, work accurately under pressure and be well organised. They must have strong and confident communication skills (written and spoken) and understand the importance of confidentiality in their role. They must be able to deal with complexity and have good problem-solving skills. Advanced IT skills are also necessary with the ability to quickly learn new student administration systems and use Microsoft Office proficiently, particularly Word and Outlook.

Main Responsibilities

Course Administration

- Undertaking the administration for the two Diplomas which includes enrolment, timetabling, running of classes, monitoring attendance, dealing with enquiries and providing administrative support to the academic staff.
- Working with IT services to ensure CMC email/login accounts are created so students can access lectures and resources.
- Overseeing the assessment, examination, and marking process and following up on submission deadlines with lecturers and students.

- Maintaining the student-specific management systems and VLE (Wisenet, Moodle and Turnitin) and updating student records as necessary in line with data protection and retention policies.
- Assisting with student finance matters, working closely with the Finance Manager and Student Welfare Officer.
- Advising the academic staff for the Diploma programmes on matters through the student life cycle.

Diplomas Support

- Maintaining the student portal with programme information, schedule, and course materials.
- Ensuring College website pages related to the DIP Programme are kept up to date.
- Assisting in developing and delivering events related to the delivery of the DIP Programme.
- Assisting in obtaining student reports for donors.
- Assisting in the development of literature and PR materials for the DIP Programme.
- Processing and maintaining teaching and financial records of Lecturers, Supervisors, and Course Convenors.
- Providing core support for the summer residential Islamic Psychology programme, graduation ceremony and other events.

Other

- Taking minutes at meetings as required.
- Responding to course enquiries and referring to colleagues where necessary.
- Work with colleagues to develop and improve processes.
- Support the College's Quality Assurance activities by maintaining a thorough knowledge of the College's policies and processes.
- Work flexibly to support other College activities and undertake other duties, from time to time, that are deemed appropriate by the Academic Director for the grade of the role or offer a continuing professional development opportunity.
- Work in line with the College strategy and its policies and procedures.

This list of duties is not exhaustive and the job description may be reviewed and changed as the College implements its strategic plan.

Person Specification

Education and Experience

- First degree
- Demonstrable administrative experience in a customer facing role, ideally in higher education
- Working independently but within a team
- Using Microsoft Office, online systems, social media

Skills and behaviours

- Excellent interpersonal skills
- Proactive approach to work, using initiative, and working efficiently
- Work accurately and methodically, with good attention to detail
- Prioritise work to meet conflicting demands
- Excellent all-round communication and confident presentation skills
- Proactively review and improve processes
- Ability to contribute to the development of online systems and use social media platforms
- Commitment to own continuing professional development
- Work flexibly with occasional out of office hours and weekend work
- Willingness to travel around the UK
- Commitment to the aims and ethos of the College