

# NCUK

THE UNIVERSITY CONSORTIUM

## **IT Support Officer (Maternity Cover)**

Candidate Information Pack

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# ADVERT AND HOW TO APPLY

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## Job Advert

**Role: IT Support Officer (maternity leave cover)**

**Starting Salary: £23,500 - £25,000**

**Location: Manchester Office / Home-based**

We are pleased to be able to offer an exciting opportunity to join our Digital and Business Analytics team as IT Support Officer. In this role you will be supporting a portfolio of IT projects aligned to NCUK's Digital Transformation Programme, which is integral to the growth of the business. The successful candidate will also undertake day-to-day operational priorities across a range of IT services to ensure optimum system performance and user support, under the direction of and reporting directly to the IT Services Manager.

NCUK is a unique organisation, founded by UK universities to provide overseas students with guaranteed access to universities through our pathway programmes. More than 30,000 students have successfully progressed to UK Universities by completing NCUK programmes. Our qualifications combine the highest of academic standards with exceptional language, study and cultural skills, and are currently delivered in 19 different countries across four continents. NCUK is a trading subsidiary of the Northern Consortium, a registered educational charity.

We offer a friendly working environment and excellent benefits, including at least 35 days' holiday and pension contributions of up to 8% of salary. This role will generally be based in our Head Office in central Manchester and may involve occasional domestic travel.

## How to apply

Please apply by submitting your CV to [vacancies@ncuk.ac.uk](mailto:vacancies@ncuk.ac.uk) as soon as possible. **Please include a short covering message highlighting how your experience and skills meet the requirements of the job description and person specification.** Your CV should be in Microsoft word or PDF format.

Applications will close once the post has been filled – please apply as soon as possible avoid disappointment.

# ABOUT NCUK

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## What we do

NCUK develops and maintains academic qualifications that prepare students for entry to university. The company also provides university application support services which assists NCUK students in progressing to university following the completion of their course.

NCUK franchises delivery of its academic qualifications to delivery partners, and we currently have over 80 delivery partners across 34 countries. NCUK's Delivery Partners have an average of around 30 students and our largest partnership, the Sino British College (SBC) in Shanghai, has over 1500 students registered on NCUK pathway programmes.

NCUK currently has delivery partners in the following countries:

- Algeria
- Azerbaijan
- China
- Colombia
- Cyprus
- Ghana
- Hong Kong
- Hungary
- India
- Indonesia
- Ireland
- Japan
- Kenya
- Kuwait
- Madagascar
- Malaysia
- Malta
- Mexico
- Morocco
- Myanmar
- Nigeria
- Pakistan
- Peru
- Qatar
- South Africa
- South Korea
- Taiwan
- Thailand
- Turkey
- Ukraine
- United Kingdom
- Uzbekistan
- Vietnam
- Zimbabwe

## Academic Pathway Programmes

NCUK currently offers three pathway programmes:

- The NCUK International Foundation Year (IFY) is a modular qualification that prepares students for first-year entry to a wide range of bachelor degree courses. Students take a combination of three modules appropriate for their intended degree course and one of NCUK English for Academic Purposes for proof of English where needed.
- The NCUK International Year One programmes (IYOne) in Business, Engineering and Law are first year undergraduate degree level equivalent programmes that articulate into the second year of selected undergraduate degree courses at NCUK Universities. The IYOne can be combined with the IFY to form a 2+2 study programme.
- The NCUK Pre Masters Programme (PMP) provides specialised English for Academic Purposes (EAP) training and an introduction to the research skills needed for success at Masters level.

## NCUK Universities

NCUK has developed strong relationships with a number of universities, including 10 founder members of the Northern Consortium as well as additional universities in the UK, Australia, New Zealand, Canada and the USA. These NCUK Universities are the primary progression destinations for students completing NCUK qualifications:

- Adelphi University
- University of Alberta
- Aston University
- The University of Auckland
- Auckland University of Technology (AUT)
- University of Birmingham
- University of Bradford
- University of Bristol
- Brunel University London
- California State University, Monterey Bay
- University of Canterbury
- Cardiff University
- UCLan – University of Central Lancashire
- University of Exeter
- University of Huddersfield
- Keele University
- University of Kent
- Kingston University London
- Lancaster University
- University of Leeds
- Leeds Beckett University
- Lincoln University
- Liverpool Hope University
- Liverpool John Moores University
- The University of Manchester
- Manchester Metropolitan University
- Massey University
- The University of Newcastle, Australia
- University of New South Wales
- University of Otago
- Queen Mary University of London
- RMIT University
- Robert Gordon University
- University of Salford
- The University of Sheffield
- Sheffield Hallam University
- University of South Australia
- University of Southampton Malaysia
- St. George's University
- State University of New York (SUNY) at Oswego
- Swinburne University of Technology
- Victoria University of Wellington
- University of Waikato
- The University of Western Australia

In addition to these universities further agreements are in place with other international universities.

## NCUK Staff

NCUK employs a team of approximately 50 permanent staff and buys in services from around 75 external contractors, particularly for academic development and examination activities.

Most of the staff team is based in the UK, predominantly in Manchester, with a small team based in a representative office in Beijing, China.

# JOB DESCRIPTION

<b>Job Title</b>	<b>IT Support Officer</b>
<b>Location</b>	<b>Manchester / Home working</b>
<b>Team</b>	<b>Digital and Business Analytics</b>
<b>Reports To</b>	<b>IT Systems Manager</b>
<b>Line Management</b>	<b>None</b>

<b>Job Purpose</b>
<p>The IT support officer will work closely with colleagues in the IT team and across NCUK to provide IT services which include:</p> <ul style="list-style-type: none"> <li>• Supporting the Digital Transformation Programme</li> <li>• Participating in IT projects.</li> <li>• Providing first- and second-line IT support to NCUK system users</li> </ul>

<b>Key Responsibilities and Accountabilities</b>	
1	To work under the direction of the IT Services Manager to continually maintain and develop IT systems and services
2	Assisting with the upgrade and maintenance of enterprise systems e.g. CRM and VLE
3	To monitor and manage the IT helpdesk to ensure any issues are rectified quickly and efficiently
4	Logging and managing support calls and overseeing repairs or maintenance in the case of equipment which is under warranty or a maintenance or lease agreement liaising with our IT support partner
5	To analyse and investigate user problems, some of which are complex, and where necessary discusses options for resolution with IT Services Manager
6	To ensure that appropriate disaster recovery plans are followed
7	To proactively monitor and respond to IT helpdesk tickets
8	Assist in the development, support, maintenance and security of all IT systems within NCUK

9	To provide IT training and support for staff and students including instructing students in the basic use of software programmes as necessary
10	Produce and update documentation for user support, and to enable efficient operation and support of IT systems
11	Provide out of hours support for serious infrastructure incidents and implementing appropriate disaster recovery procedure where necessary
12	Contribute to future planning to improve the efficiency and effectiveness of IT systems and services
13	Ensure that procedures in the areas of Problem, Incident, Change, Configuration and Release management are followed
14	To ensure that all tasks are carried out with due regard to Health and Safety
15	To demonstrate and promote good practice, safety and adherence to policies relating to all aspects of the use of IT systems and services
16	Adhere to all NCUK policies including Health & Safety, Internet & Email and GDPR Policies
17	Provide support and advice to staff in the operation of IT equipment
18	To provide technical support for all NCUK users including Study Centres
19	Undertake training, update or review sessions as required
20	To take responsibility for continuing your personal professional development
21	To take part, as appropriate, in the NCUK professional development programme
22	To engage actively in the Performance Management Review process
23	To evaluate own personal performance through self-evaluation and learn from the effective practice of others and from evidence
24	Keep abreast of new developments in IT and how they may be applied to the benefit of NCUK
25	Carrying out such other duties as reasonably fall within the scope of this post as requested or authorised by the IT Services Manager

Your job description does not define or limit your duties and you may be required to carry out other work within your abilities, either for your professional development or the business needs.

### **Review Arrangements**

Over time the nature of the job may change. Consequently, NCUK will expect to revise this job description from time to time and will consult with the job holder at the appropriate time.

# PERSON SPECIFICATION

<b>Qualifications</b>	<b>Essential (✓)</b>	<b>Desirable (✓)</b>
Educated to GCSE level / equivalent level of work experience and knowledge	✓	
Recognised IT qualification or able to demonstrate equivalent experience	✓	
<b>Experience</b>	<b>Essential (✓)</b>	<b>Desirable (✓)</b>
Working with or in an IT Service Management Environment with experience of responding to and/or solving a broad range of enquiries	✓	
Experience in the support of business system solutions	✓	
Knowledge of one or more NCUK business systems for example a Customer Relationship Management, Virtual Learning Platform or Student Management System	✓	
Participation in a range of digital projects		✓
<b>Skills/Knowledge</b>	<b>Essential (✓)</b>	<b>Desirable (✓)</b>
Experience of working with and/or supporting applications within the Microsoft stack	✓	
Excellent customer service and communication skills, including ability to interact with a range of external stakeholders, senior management and NCUK staff	✓	
Understanding of the student lifecycle, particularly in an HE environment		✓
Knowledge and appreciation of the capabilities and limitations of IT	✓	
<b>Personal Styles or Qualities</b>	<b>Essential (✓)</b>	<b>Desirable (✓)</b>
A flexible working approach is required, especially during critical periods	✓	
Self-motivated	✓	
Excellent attention to detail and ability to work to strict deadlines	✓	



# VISION, MISSION, VALUES

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## OUR VISION

To be the outstanding provider of University pathway programmes and placement services

## OUR MISSION

NCUK provides the highest quality university pathway programmes and placement support to our business partners and a well-qualified, diverse supply of students to our university partners.

## OUR VALUES

### QUALITY

To deliver the highest standards throughout our products, services and communications.

### INTEGRITY

To build trust and respect through fairness, honesty, equality and cultural awareness.

### INNOVATION

To overcome obstacles and drive effective, efficient delivery with a creative approach.

### COLLABORATION

To work together, building successful, lasting partnerships.