

NCUK

THE UNIVERSITY CONSORTIUM

Academic Operations Officer

Candidate Information Pack

Contents	Page 2
Advert and How to Apply	Page 3
About NCUK	Page 5
NCUK Values	Page 6
Job Description	Page 7
Person Specification	Page 9

ADVERT AND HOW TO APPLY

Role: Academic Operations Officer

Salary: £25,000 per year, pro-rata

Hours: 37 per week

Location: Manchester/Homebased

Contract: 6 months Fixed Term – to start ASAP

Here at NCUK, we consider ourselves a unique organisation. A consortium of leading international universities, NCUK is an international organisation, and we provide overseas students with guaranteed access to universities through our pathway qualifications. More than 40,000 students have successfully progressed to NCUK Universities worldwide by completing our qualifications. Our qualifications combine the highest of academic standards with exceptional language, study and cultural skills, and are currently delivered in more than 30 different countries across four continents. NCUK is a trading subsidiary of the Northern Consortium, a registered educational charity.

We are a future-focused and progressive organisation, and we are looking for a highly motivated, customer-focused individual to appoint to the following key position:

Academic Operations Officer

We're looking for someone who will provide excellent administrative support to aid the provision of a professional, proactive, and effective service to Study Centres. The successful candidate will be responsible for co-ordinating and supporting academic operations activities focussing on assessment services, support delivery centres' use of Welcome and processes to access centre support services relating to registrations, special consideration, marking, moderation and results, and certification.

This role will support Academic Operations Managers and Executives by attending meetings and providing training on systems and processes, plus contribute to the creation of documentation to support the Academic Delivery Cycle, specifically Registration processes throughout the year.

The successful candidate will be able to demonstrate experience of working in a customer facing environment and experience in managing records and data. You must also have excellent working knowledge of MS Word and Excel.

For further information on the key responsibilities, experience, and skills we're looking for, please view the Job Description & Person Specification on page 7.

What we offer

In joining us, we offer the below benefits:



How to apply

Please apply by submitting your CV to vacancies@ncuk.ac.uk with 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.

We positively encourage applications from disabled people, women, young people, Veterans and serving British regular or reserve Armed Forces Personnel, the LGBT community and the BME community.

The closing date for applications will be **24 April 2023**.

Please note, we reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.

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 licences delivery of its academic qualifications to Delivery Partners, and we currently have 100+ Delivery Partners across 30+ 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 qualifications.

Academic Qualifications

NCUK currently offers the following qualifications:

- 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 (IYOne) in Business, Engineering and Law are first-year undergraduate degree level equivalent qualifications 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 International Year Two (IYTwo) in Business is a second-year undergraduate level equivalent qualification that articulates into the third year of Business undergraduate degree courses at select NCUK Universities. The IYTwo in Business can be combined with the IFY and IYOne to form a 3+1 study programme.
- The NCUK Master's Programme (MP) 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 partnerships with a 45+ universities worldwide, including the original 10 founder members of the Northern Consortium as well as additional universities in the UK, Australia, New Zealand, Canada, the USA, the Caribbean and Malaysia. These NCUK Universities are the primary progression destinations for students completing NCUK qualifications.

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

NCUK Staff

NCUK employs approximately 65 permanent staff and buys in services from around 75 external contractors, particularly for academic development and examination activities.

Most of the staff are based in the UK, predominantly in Manchester, with a small team based in a representative office in Beijing, China as well as other members of staff being situated in various locations in the Asia region.

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

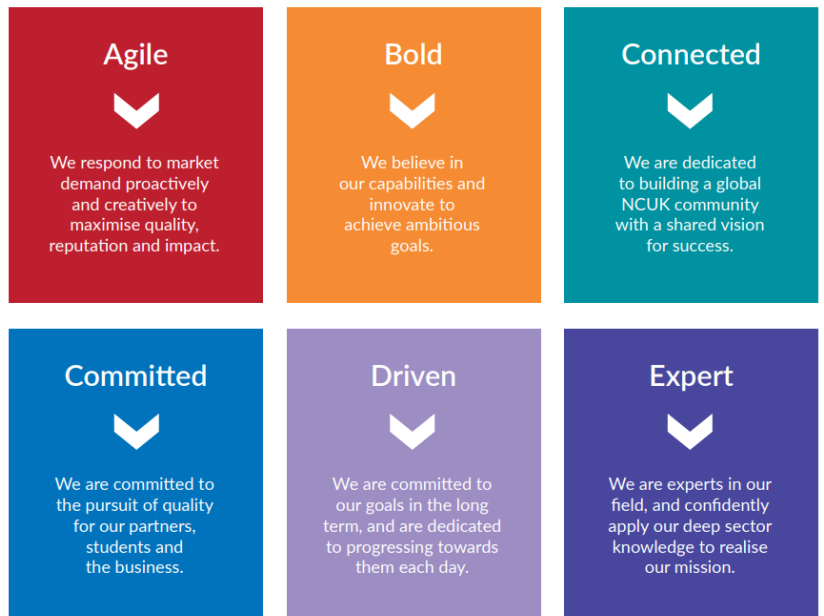
Our values underpin our organisation and our people.

They are a part of who we are and how we work – both individually and as a company.

Through our values we give our customers the best levels of service and the best experiences.

They enhance our working lives and we actively promote these across the business.

We all hold each other to account and have a responsibility to support each other in promoting and demonstrating these values every day.



JOB TITLE	Academic Operations Officer
DEPARTMENT	Academic
REPORTS TO	Assessment Delivery Manager
LOCATION	Manchester/Home based
DIRECT REPORTS	None

JOB PURPOSE	
<p>The role of the Academic Operations Officer is to contribute to NCUK Academic Operations activities, providing excellent administrative support to aid the provision of a professional, proactive, and effective service to Study Centres. The postholder is responsible for coordinating and supporting academic operations activities focusing on assessment services.</p>	

KEY RESPONSIBILITIES & ACCOUNTABILITIES	
1	To support delivery centres' use of Welcome and processes to access centre support services relating to registrations, special consideration, marking, moderation and results, and certification.
2	To support Academic Operations Managers and Executives by attending meetings and providing training on systems and processes.
3	To contribute to the creation of documentation to support the Academic Delivery Cycle, specifically Registration processes throughout the year.
4	To support digital assessment content production and delivery online through digital channels including but not limited to webinar, Virtual Learning Environment, Applications, and online forums
5	To support Moderation and Results Releases within agreed timeframes, in compliance with regulatory requirements where appropriate.
6	<p>To support centre marking and moderation to include but not limited to:</p> <ul style="list-style-type: none"> - production and delivery of assessments materials (paper and digital) - moderation reports from production to release to centre support - production of statistical analysis and final marks for import to relevant computer systems - issues associated with moderation and liaise with the assessments and quality assurance teams - where necessary - communication with External Examiners: moderators before during and post moderation - reporting of Exam Board outcomes to relevant stakeholders
7	To contribute to the development and review of assessments documentation and support materials
8	To support the delivery of assessments within agreed timeframes, in compliance with regulatory requirements where appropriate.

9	To support delivery partners in administering English language tests, both for entry to NCUK programmes and as a standalone product.
10	To support the delivery of centre support activities within agreed timeframes, in compliance with regulatory requirements where appropriate.
11	To disseminate information regarding the company's quality assurance, monitoring and compliance policies and procedures, including all UK and overseas regulatory requirements
12	To coordinate and support delivery centres' use of NCUK IT systems and processes to access assessment services to include online assessment platforms
13	Undertake such other duties as may be deemed necessary from time to time within the academic functions.

QUALIFICATIONS	ESSENTIAL (✓)	DESIRABLE (✓)
Study to the level of A-Level or equivalent.	✓	
EXPERIENCE	ESSENTIAL (✓)	DESIRABLE (✓)
Knowledge and experience of international delivery of UK programmes and qualifications		✓
Demonstrated experience of working in a customer facing environment	✓	
Demonstrated experience in managing records and data.	✓	
SKILLS & KNOWLEDGE	ESSENTIAL (✓)	DESIRABLE (✓)
Excellent working knowledge of MS Excel and Word	✓	
Excellent customer service skills	✓	
Organisational and communication skills	✓	
Team working	✓	
Effective planning	✓	
Meeting deadlines	✓	
Culturally appropriate communicator	✓	
Fluency in English	✓	
PERSONAL QUALITIES OR STYLE	ESSENTIAL (✓)	DESIRABLE (✓)
Self-motivated & enthusiastic	✓	
Adaptable	✓	
Interpersonal awareness	✓	
Methodical	✓	
Resilient	✓	

Resourceful	✓	
Matrix working	✓	
Willingness to work flexible hours	✓	

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.