

NCUK

THE UNIVERSITY CONSORTIUM

Deputy Chief Academic Officer – Registrar & Quality

Candidate Information Pack

| | |
|-------------------------|----------|
| Contents | Page 2 |
| Advert and How to Apply | Page 3-4 |
| About NCUK | Page 5 |
| NCUK Values | Page 6 |
| Job Description | Page 7 |
| Person Specification | Page 9 |

Role: Deputy Chief Academic Officer – Registrar & Quality

Location: UK – Remote working with occasional travel to the Manchester office, as and when required

Contract: Permanent

Salary: Competitive

Hours: 37 per week, flexitime

A bit about us

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.

What we're looking for

We have an exciting opportunity for a highly motivated leader to join NCUK as the **Deputy Chief Academic Officer - Registrar and Quality** to provide academic leadership on strategic and operational matters.

Working closely with the CAO and other senior leadership, this Deputy Chief Academic Officer role ensures operational planning is fully integrated across NCUK with alignment to our strategic mission and our business priorities. The role is responsible for providing leadership and oversight of academic affairs while supporting the efforts of Heads of Service and staff to drive excellence across NCUK to ensure the core activities of teaching, learning and assessment are of the highest standards.

What we offer

In joining us, we offer:



How to apply

Please apply by submitting your CV on <https://ncuk.bamboohr.com/careers> with a short covering letter highlighting how your experience and skills meet the requirements of the job description/person specification, and what your salary expectations are for the role. Your CV should be in Microsoft Word or PDF Format.

At NCUK, we value diversity and strongly encourage applications from individuals with diverse backgrounds, including people with disabilities, women, young people, ethnically diverse people, Veterans and serving British regular or reserve Armed Forces Personnel and the LGBTQ+ community.

We encourage candidates to apply regardless of if you meet all aspects of the job description. We believe in the potential of individuals with varied backgrounds and experiences - your unique skills and perspectives could be a valuable addition to our team!

The closing date for applications will be **18 September 2023**.

Apply today and be a part of our mission to deliver exceptional university pathway programs!

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

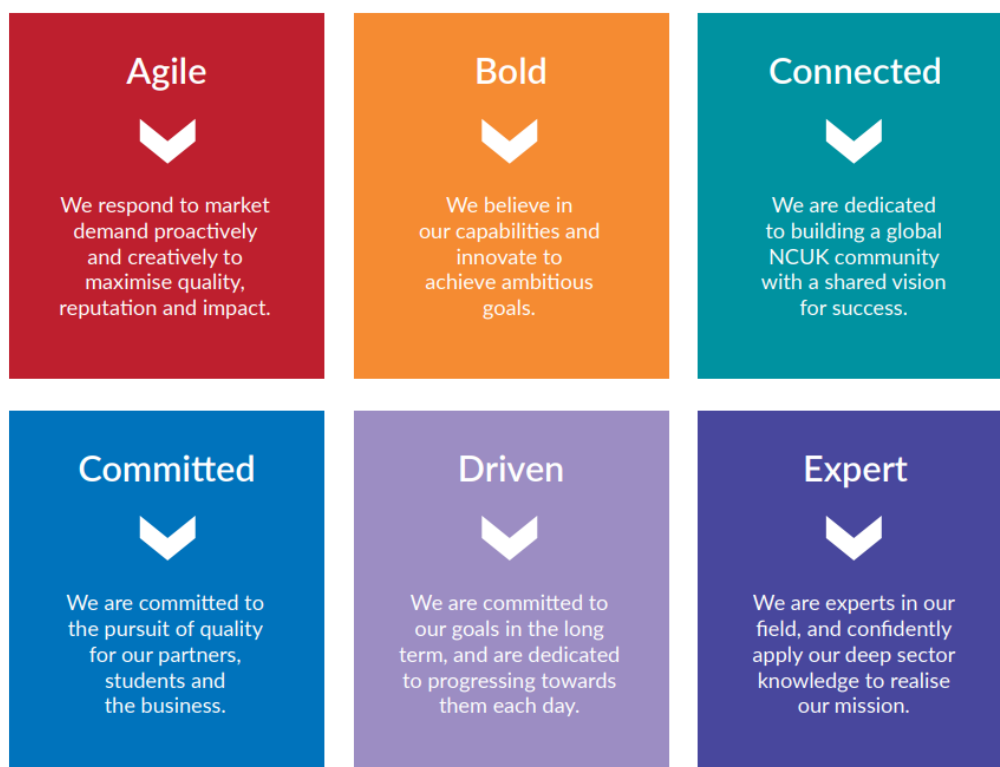
Our values underpin our organisation and our people.

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 | Deputy Chief Academic Officer – Registrar & Quality |
| DEPARTMENT | Academic |
| REPORTS TO | Chief Academic Officer |
| FUNCTIONAL/ REGIONAL RESPONSIBILITY | Operations & Assessment |
| DIRECT REPORTS | Head of Quality, Head of Academic Operations & Assessment |

JOB PURPOSE

To lead and manage the Operations and Assessment functions across a global network of delivery partners.
To lead and manage the quality dimensions of all academic delivery, providing assurance of compliance to standards while adhering to regulatory frameworks.

KEY RESPONSIBILITIES & ACCOUNTABILITIES

| | |
|----|--|
| 1 | Line management responsibility for Head of Academic Operations & Assessment; Head of Quality. |
| 2 | Through interpreting the overall business strategy, develop and lead academic strategy in partnership with key stakeholders. |
| 3 | Oversee policy development to align with a range of evolving operating models. |
| 4 | Understand a range of complex business processes and champion their continued improvement. |
| 5 | Monitor a range of performance indicators to identify further efficiencies and to optimise effective operations |
| 6 | Report on performance associated with academic functions using established datasets. |
| 7 | Advise, recommend and report to various audiences including but not limited to; Board of Directors, SLT, AQB, and Delivery Partners, on a regular basis. |
| 8 | Liaise across many function areas communicating effectively to ensure a holistic approach to supporting all aspects of the student journey. |
| 9 | On occasion, to deputise for the CAO |
| 10 | Motivate a team of dedicated staff ensuring high performance |
| 11 | Effectively empower a team of staff to ensure sustained optimum service delivery |
| 12 | Through a consultative approach align staff fulfilment with business priorities |
| 13 | Manage staff development through the established performance review framework |
| 14 | Foster innovation across teams to improve performance and gain competitive advantage |
| 15 | Demonstrate commitment to high levels of student performance and attainment |
| 16 | Facilitate innovation and change across systems and processes to deliver high levels of student satisfaction. |
| 17 | Support the enhancement of all policies associated with learning, teaching and assessment. |

JOB DESCRIPTION

| | |
|----|--|
| 18 | Working closely with colleagues make informed decisions on the academic performance of study centres |
| 19 | Have a sound understanding of the overall income generation models used across the business. |
| 20 | Hold regular staff meetings to instil a strong sense of teamwork and a focus on performance. |
| 21 | To be an ambassador for NCUK across international partnerships |
| 22 | Develop strong and deep awareness of emerging markets, products and services |
| 23 | Recognise significant shifts in education policy across global markets |
| 24 | Maintain awareness of regulatory bodies and their policy initiatives |

| QUALIFICATIONS | ESSENTIAL (✓) | DESIRABLE (✓) |
|--|--------------------------|--------------------------|
| Academic qualifications at postgraduate or equivalent level. | ✓ | |
| EXPERIENCE | ESSENTIAL (✓) | DESIRABLE (✓) |
| Demonstrable record of success in academic leadership in the HE sector | ✓ | |
| Demonstrable ability to shape and influence strategy | ✓ | |
| Experience of international communications liaison and advocacy being comfortable across diverse cultural settings | ✓ | |
| Experience of academic management and academic quality assurance at a course and institutional level in higher education, including the development of systems and procedures. | ✓ | |
| SKILLS & KNOWLEDGE | ESSENTIAL (✓) | DESIRABLE (✓) |
| Demonstrable cross-cultural awareness and understanding. | ✓ | |
| Good strategic knowledge, able to contribute insightfully to the business planning and development processes. | ✓ | |
| A commitment to teamwork, and a demonstrated ability to manage human or other resources effectively. | ✓ | |
| Proven ability to meet targets and to adapt to changing circumstances. | ✓ | |
| Excellent interpersonal, communication and presentation skills. | ✓ | |
| Skilled in the effective use of Information and Communications Technologies with a good knowledge of MS Office. | ✓ | |
| A proven ability to manage the preparation for examination boards. | ✓ | |
| The ability to prioritise, meet deadlines, work under pressure and, when necessary, with minimal resources. | ✓ | |
| Strong leadership and management skills and the ability to support, motivate and develop staff. | ✓ | |
| Knowledge and understanding of current developments in learning, teaching, assessment and academic quality assurance. | ✓ | |
| The ability to make academic decisions which satisfy all stakeholders as being fair, appropriate and consistent. | ✓ | |
| PERSONAL QUALITIES OR STYLE | ESSENTIAL (✓) | DESIRABLE (✓) |
| Committed to collaboration and transparency | ✓ | |
| Strategic Vision | ✓ | |
| The ability to embrace and lead change in a dynamic educational environment, responding effectively to evolving trends and challenges. | ✓ | |
| Innovative | ✓ | |
| Ethical leader | ✓ | |

PERSON SPECIFICATION

| | | |
|--|---|--|
| A strong focus on achieving measurable outcomes and driving the organisation towards success | ✓ | |
| Strong communicator | ✓ | |
| The capacity to remain composed and effective in the face of challenges and ambiguity. | ✓ | |
| A proactive and analytical mindset to identify challenges, devise solutions, and make informed decisions | ✓ | |
| Awareness and respect for cultural diversity, essential for effective international engagement and partnership development | ✓ | |
| A commitment to ongoing personal and professional development, staying informed about industry trends and best practices | ✓ | |

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 needs of the business.

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.