

IES Abroad London	
<i>Job Title</i>	Academic Administrator
<i>Salary</i>	£32k - £34k pro rata (dependent on experience)
<i>Hours</i>	0.6 FTE (3 days a week, hybrid working will be considered)
<i>Reporting to</i>	Academic Manager

Person specifications:

- Minimum 3 years in an administrative role
- Minimum BSc/ BA degree
- Experience within Higher Education or Study Abroad sector (desirable)
- Good aptitude for technology
- Strong IT skills including Microsoft Word and Excel
- Moodle or similar virtual learning platform (desirable)
- Accuracy and attention to detail
- Excellent customer service skills and ability to navigate a wide range of student/faculty issues
- Excellent organisational skills
- Ability to communicate professionally and clearly in writing and orally
- Ability to exercise sound judgement and appropriate response in emergency situations
- Flexible and adaptable personality suited to working in a small team
- Legally allowed to accept employment in the UK

Main Duties & Responsibilities:

- Support the Academics team with the delivery of our programmes, providing high quality customer service to faculty and students
- Assist the Academic Manager with programme operations, incl. pre-registration, administration of academic policies and procedures, course evaluations, maintenance of student-facing academic resources, field trip bookings, etc.
- Support the Dean of Faculty with day-to-day faculty-facing operations, incl. creation and maintenance of training resources, organisation of meetings and workshops, faculty recruitment, etc.
- Support the Academics team in updating/maintaining Moodle, as well as providing Moodle assistance and training to faculty
- Maintain and have oversight of academic facilities, co-ordinating with the Facilities Manager (classrooms, AV, classroom supplies)
- Management of the IES Student Library
- Support the wider team in student emergency response (24/7 on a rota basis, toil offered for any work outside of office hours)
- Where possible, accompany field trips and extracurricular activities which may fall on weekends or evenings (TOIL or overtime is offered)
- All other projects and duties as assigned or requested by the Academic Manager and Dean of Faculty