



Assistant Director of Academic Services

Department	Academic Services
Location	London/Campus-based (St Katharine Docks)
Term	Full-time; permanent
Salary	Up to £70,000 per annum, depending on experience
Benefits	<p>This is predominantly a campus-based role, however a hybrid working arrangement could be available.</p> <p>Generous benefits package including 25 days holiday allowance (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)</p>
Reports to	Director of Academic Services
Line Manager to	Global Experience Manager, Head of Quality Assurance, Head of Student Support, and Registrar

POSITION OVERVIEW

The Assistant Director of Academic Services role is to support the Director of Academic Services, to provide leadership and management of the College's academic services teams (Registry, Student Support and Development, Quality and Global Experience) covering all programmes delivered in London.

This role will support the Director of Academic Services with the connection between teams in London and the other parts of the Northeastern Global network especially Boston as well as and ensuring effective links with faculty and the EDGE team to facilitate operational efficiency, effectiveness and accountability, and service excellence as well as providing strong operational leadership and people management.

ASSISTANT DIRECTOR OF ACADEMIC SERVICES JOB DESCRIPTION

This will also cover reporting requirements associated with the department, regulatory alignment and communication within the Northeastern University network to support London's and the University's strategy as well as co-operation with the EDGE team specifically in relation to Ofsted and ESFA.

This role will also be involved in the development and implementation of strategy, allocating and deploying staff and non-staff resources in line with agreed budgets.

DUTIES AND RESPONSIBILITIES

OPERATIONAL LEADERSHIP

- Provide day to day academic operational support and oversight for programmes, activities and staff.
- Support the Director of Academic Services to propose and manage the budget for academic services.
- Support in the hiring and management of members of staff in London for the delivery of academic services.
- As required, with equivalent Boston based Northeastern University wide leadership and staff liaise to:
 - ensure health, safety and general welfare of all students
 - with appropriate internal and external partners, to provide seamless care to students and to build a strong network across Northeastern University to ensure compliance with relevant Boston promulgated Northeastern regulations, where required.
- Support the response to student crises and critical incidents to ensure that the College supports its community, exercises its duties appropriately, and protects its reputation, including as required liaison with Boston based staff.
- Participate in, and in some cases Chair, various College committees and steering groups commensurate with the position
- Administer and ensure compliance with Boston promulgated Northeastern policies and procedures as required
- Administer and ensure compliance with local laws and regulations as required

STAFF LEADERSHIP AND MANAGEMENT

- Provide ongoing management and coaching to staff and help facilitate their success and development

ASSISTANT DIRECTOR OF ACADEMIC SERVICES JOB DESCRIPTION

- Lead, engage and motivate staff and actively support a positive team culture
- Provide frequent feedback, recognition and coaching to ensure high performance, professional growth, and development and if necessary, address unsatisfactory performance
- Plan for and support staff in career and professional development opportunities aligned with the organization's needs
- Assist staff in navigating business processes and resolving issues

Person Specification	Assessment criteria			
	Essential/ Desirable	Application	Interview	Skills
Education, Qualifications and Training				
Honours degree or equivalent professional or vocational qualification	E	A		
Graduate degree	D	A		
Experience				
Knowledge and experience of academic services in UK Higher Education sector	E	A	I	
Knowledge and experience of academic services in US Higher Education sector	D	A		
Experience of working with external stakeholders, such as regulators, data and quality bodies and collaborative partners	E	A	I	
Experience of committee servicing	E	A		
Experience of line management and providing training for staff and/or students	E	A	I	
Skills and aptitudes				
Experience of crisis and/or incident management	E	A	I	
Ability to analyse and understand complex regulatory and procedural documentation	E	A	I	
Excellent interpersonal skills to work with staff at all levels, including executive and board level staff, and senior academic colleagues	E		I	
Excellent report and writing skills	E	A		S
Ability to securely hold and manage confidential information and display	E		I	

ASSISTANT DIRECTOR OF ACADEMIC SERVICES JOB DESCRIPTION

discretion, particularly when handling confidential documents				
Ability to prioritise workload, exercise excellent time-management skills, with the ability to work to deadlines, and	E	A	I	
Excellent organisational skills	E	A	I	
Ability to pay close attention to detail	E			S
Good IT skills, including using Word, Excel, email, Internet and VLE	E			S

APPLICATION PROCESS

Applications should be made via [this link](#) by 20.00, **2 December 2021**. Please reference your application "**ASD1121**". Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Due to the urgency of this role applications will be reviewed on receipt, and it is possible that an appointment will be made prior to the closing date of this job advert. Applicants are therefore encouraged to submit applications at the earliest opportunity.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006. The College is **not** able to provide Tier 2/Skilled Worker Sponsorship for this role.