



Academic Advisor (Domestic)

Job Description

POSTION OVERVIEW

Department	Academic Services, Student Support and Development
Location	Devon House, London
Term	Full-time; permanent
Hours	Monday to Friday (38 hours per week); 9:00-17:30
Salary	£35,000 per annum, depending on experience
Benefits	Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
Start	1 July 2022 or as soon as possible thereafter

The Academic Adviser (Domestic) plays a critical role in advising students who are studying at the London campus, with a particular emphasis on first year students starting on three year undergraduate programmes. The Academic Adviser (Domestic) will work in close collaboration with the other Academic Advisers supporting mobility students, colleagues in Student Support and Development and faculty. This role will be responsible for ensuring that first year students are supported through the transition to degree study and providing guidance for general academic issues. As the partnership between Northeastern and NCH continues to evolve it is anticipated that the courses, programmes and wider services available in London will more fully integrate and develop. The Academic Adviser roles will therefore also be developing and changing. The postholder will be expected to positively engage with role changes and adapt within the role.

Duties and Responsibilities

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- To provide academic advice and support to the students studying on domestic programmes (NCH approved programmes), including:
 - Providing one-to-one advice on general learning and academic skills, referring students to specialist services as appropriate.
 - Contacting students with low attendance, identifying any barriers to their engagement, and referring to other services if needed.
 - Contacting students at risk of academic failure, assessing needs, and supporting where appropriate and/or referring to faculty or specialist services.
 - Liaising with Student Wellbeing Coordinators in relation to students' Learning Support Plans, to help ensure reasonable adjustments are being appropriately utilised by the student and remain appropriate for their circumstances.
 - Providing advice and guidance on College policies such as Change in Circumstances, Extenuating Circumstances, Break in Study etc.
- To coordinate students' requests for references.
- Liaise with faculty and professional staff in London to process and advise students on academic progress reports.
- To maintain accurate records of student contacts and appointments utilising TARGETconnect.
- To build good working relationships with faculty and staff in other professional services in London in order to link students with the full range of support available.
- To maintain a good understanding of College student facing policies in order to provide accurate advice.
- To maintain a working knowledge of CANVAS, the virtual learning environment, CELCAT the timetabling system, TARGETconnect the student service platform and any other systems/platforms regularly used by students.
- Support the Lead Academic Adviser and the College leaders in academic articulation of integrated programmes
- Keep abreast of developments in the UK education sector, advising the leadership teams on the effect of developments on integration activities.
- To collect and maintain data and records of the programmes for statistical and evaluation purposes as directed by the Lead Academic Adviser.

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- Any other duties commensurate with the level of responsibility of this post, for which the post holder has the necessary experience and/or training and as instructed by the College.
- Work at weekends and outside of normal office hours will be required occasionally.
- Travel may be required.

About the College

Founded in 2012, New College of the Humanities at Northeastern has established itself as a prestigious higher education institution based in the heart of London. After becoming part of Northeastern University's global network in early 2019, the College has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moving to new premises in 2021. NCH continues to grow taking in more students year on year, further expanding its courses, network, and opportunities.

Person Specification Criteria (Essential / Desirable)

- Honours degree or equivalent professional or vocational qualification (E)
- Experience with academic advising or providing academic support in higher education (E)
- Proven track record of effective and results driven problem solving and decision-making. (E)
- Significant experience working with students from a range of social, ethnic and cultural backgrounds. (E)
- Good understanding of GDPR, Equality Act and other legislation relevant to student support. (E)
- In depth knowledge of the academic expectation for undergraduate students in British universities. (E)
- Experience of utilising student information systems and customer relationship management systems. (E)
- Strong communication skills. Excellent verbal and written English. (E)
- Strong interpersonal skills, able to quickly build good working relationships with students, faculty, and professional service colleagues. (E)
- Ability to organise and prioritise own workload, exercise good time-management and the ability to work to deadlines. (E)

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- Ability to adapt communication style to meet the needs of the recipient (E)
- Ability to work as part of a team to deliver services and projects. (E)
- Good IT skills, using Word, Excel, email, Internet and databases (E)
- Ability to adapt and positively respond to rapid change. (E)
- Ability to occasionally work weekends and outside of normal office hours (E)
- Masters degree (D)
- Experience of working with university students (D)
- Experience living, travelling, or working abroad. (D)
- Experience of working in a fast paced and rapidly developing organisation (D)

Application Process

Applications should be made via [this link](#) by 20:00 on **12 June 2022**. Please reference your application “**AD522**”. 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.

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.