Academic Support Co-ordinator
Academic Support Office
Student and Academic Services

Closing date: 19 August 2018
Interview date: 31 August 2018
Vacancy reference: 6905
INTRODUCTION

This is a new role arising from a restructuring of the Academic Support Office in 2018, which includes the integration of the former Centre for English Language Teaching and the portfolio of support for Graduate Teaching Assistants. The role is a core element of the Academic Support Office’s administrative team.
Main purpose of the role

The role forms part of the ASO’s administrative team. Members of the team each have specialist knowledge and responsibilities to support particular ASO teams or aspects of the ASO’s work, whilst also spending a proportion of time contributing to the wider needs of the office.

The primary purpose of this role is to support the Academic Quality team. This includes involvement in the work of the University Teaching Committee and Standing Committee on Assessment, and their large portfolios of related work such as the cycle of periodic reviews of academic departments.

The role holder will also co-ordinate the availability of management and student survey information and data across the ASO. This includes:

- Co-ordinating the availability of management and student survey information and data across the ASO.
- Co-ordinating the ongoing updating and development of the ASO’s web pages.

CORE DUTIES AND RESPONSIBILITIES

The main responsibilities are:

- To manage the administration of committee business, in particular work relating to the University Teaching Committee and Standing Committee on Assessment.

This includes the organisation of senior-level University meetings, and also aspects of the large portfolio of related work such as periodic reviews of academic departments, annual programme review, annual updating of programme design documents (a key source of institutional data in the context of Consumer and Markets Authority considerations), and project groups.

The work requires close liaison with senior staff in the University and also externally, including panel members for periodic reviews, and representatives of external bodies. It requires extensive procedural knowledge and organisational skills to co-ordinate large amounts of material from numerous sources, filtering or requesting amended materials where appropriate, and to handle and advise on enquiries, some of a specialist nature.

The role holder will help to plan and prioritise annual schedules of business, bearing in mind University strategic priorities and developments, and possible external interventions such as visits by professional accreditation bodies.

This includes:

- Leading on the ASO’s contribution to the marketing and publicity of surveys; helping with the setup of survey populations; handling queries from departments on national student surveys, monitoring response rates and advising departments accordingly;
- Compiling pertinent data and other information, to help ASO staff (including the Faculty Learning Enhancement Project Managers) to be well- and efficiently-informed about student perceptions and indicators of academic success when working with academic colleagues on projects or in daily interactions. These data and information may also be used to inform periodic review panels and members of other working groups.

This aspect of the role will require liaison with colleagues in the Business Intelligence Unit, Careers and Placements and other teams as required.

The role holder will co-ordinate the ongoing updating and development of the ASO’s web pages, in conjunction with relevant colleagues in External Relations.
JOB DESCRIPTION

To act as Secretary to working groups and other bodies as appropriate.

This may include preparing agendas, documents and enclosures in liaison with the Chair and other members of staff as appropriate; taking formal minutes, and recording and following up on agreed actions. The information handled could be confidential and sensitive.

To monitor service standards and advise on improvements, in discussion with the wider team.

To contribute to the wider remit of the ASO as part of the administrative team.

This supports the sharing of expertise across the administrative team and ensures that a collaborative approach is adopted to address major areas of work or new developments and priorities. Such duties will be consistent with the role and grade.

The role holder will be supported by other members of the administrative team as appropriate, and will have opportunities to delegate work to ensure that workflows and volumes can be managed effectively.
## PERSON SPECIFICATION

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<tr>
<th>Qualifications</th>
<th>Essential/Desirable</th>
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<tr>
<td>A good general education including three passes at A-Level or an equivalent qualification and experience.</td>
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<td>A first degree.</td>
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<td>ECDL or equivalent training in IT</td>
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<th>Knowledge</th>
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<td>An understanding of the UK Higher Education system.</td>
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<td>Understanding of academic culture relevant to a UK research-intensive university and its implications for supporting and developing learning and teaching.</td>
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<td>Knowledge of academic quality assurance procedures.</td>
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<th>Skills, abilities and competencies</th>
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<td>Excellent planning, organisational and time management skills, able to respond to change and the unexpected.</td>
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<td>The ability to manage a complex programme of work effectively and efficiently and to make appropriate judgements on issues to resolve directly or be referred to colleagues.</td>
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<td>Excellent oral and written communication skills, including the ability to write clear and accurate reports, minutes and correspondence.</td>
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<td>The ability to oversee the production of a wide range of departmental documentation and promotional media in both web-based and hard copy formats.</td>
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<td>The ability to solve problems and to review procedures and processes to ensure that they are fit for purpose and efficient, and to recommend improvements.</td>
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<td>The ability to work pro-actively, productively and constructively, both independently and as part of a team.</td>
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<td>The ability to delegate work appropriately and to oversee its completion in relation to objectives, quality and timeliness.</td>
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<td>Excellent IT skills to work with survey and other data and to maintain and update web pages.</td>
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<td>The ability to administer a budget, forecasting expenditure patterns, maintaining a rigorous overview, raising matters as appropriate, organising expenditure, writing financial reports and producing management information as required.</td>
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## PERSON SPECIFICATION

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<th>Experience</th>
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<td>Experience of committee servicing including preparing agendas and documents, taking formal minutes, and ensuring follow-up actions, in liaison with the Chair and committee members.</td>
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<td>Experience in developing and maintaining accurate databases and spreadsheets and of working with data and other management information.</td>
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<td>Experience in constructing and maintaining / updating web pages</td>
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<td>Experience of acting as the first point of contact for a University service.</td>
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## Personal attributes

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<th>Essential/Desirable</th>
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<td>Engaging and effective, conveying a positive attitude with personal credibility and integrity.</td>
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<td>Sensitivity and empathy with students, colleagues and staff.</td>
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<td>A proactive and positive approach, able to solve problems and develop service improvements with an appreciation of possible longer-term implications.</td>
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<td>A well organised self-starter, willing to take the initiative.</td>
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<td>A commitment to service excellence, equality and diversity.</td>
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<td>A commitment to continuing professional development.</td>
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The Academic Support Office (ASO) is part of the Student & Academic Services Directorate, which also includes Careers and Placements, Student Services, Open Door and Disability, and Colleges.

Collectively the Directorate contributes to the experience and success of students and staff by:

- providing the support that students and staff need to deal with aspects of student life that can enhance learning and capability;
- promoting and facilitating students’ personal development and career planning;
- contributing to the assurance of academic standards and the quality of teaching and learning, and
- providing the administrative underpinning for the student life cycle.

The ASO plays an important role in helping to ensure that the University maintains its reputation for high quality teaching and learning. The Office is responsible for co-ordinating processes for assuring the quality of educational provision and for supporting a wide portfolio of activities aimed at enhancing teaching and learning practices. The work includes:

- supporting departments and individual staff in programme design, improving assessment and feedback, using technology to enhance teaching and learning, and embedding academic skills development in programmes and modules;
- providing, and advising staff on the pedagogic opportunities arising from, technology-related services and online learning tools including lecture recording, in-class polling and software to support student interaction online;
- supporting quality review processes in departments, including Periodic Review and Annual Programme Review, and engagements with professional accreditation bodies;
- supporting the development of academic policy and the University’s engagement with national initiatives such as the TEF;
- providing professional development for staff across the University through programmes such as the Postgraduate Certificate in Academic Practice, workshops, online resources, and networking and practice-sharing opportunities including the annual Learning and Teaching Conference;
THE DEPARTMENT

- providing direct support to students across the University through workshops, ‘drop-ins’, appointments and online resources on topics such as English language, mathematics and statistics, intercultural communication, higher-order study skills and academic integrity. This support is designed to enhance learning and also facilitate the transition to University-level education;

- contributing to the University’s widening participation agenda including the delivery of workshop events for school children which help them to understand and aspire to HE-level study;

- evaluating the impact of learning enhancement initiatives, to ensure efficiency and effectiveness and to inform future development and innovation;

- contributing to University thinking and strategic planning, through pro-active proposals and interaction with senior staff;

- maintaining current knowledge of relevant national and international developments, and active engagement with professional networks in the sector.

- promoting examples of excellent practice at the University to the wider sector, both nationally and internationally, through attendance and presentations at conferences and other events.

In delivering these responsibilities, ASO staff work closely with a wide range of colleagues and bodies including the Pro-Vice-Chancellor and Associate Pro-Vice-Chancellor for Teaching, Learning and Students, the University Teaching Committee, the Standing Committee on Assessment, the Learning and Teaching Forum, the Distance Learning Forum, staff in academic and central departments, and student representatives.

Further information on the work of the ASO can be found at www.york.ac.uk/admin/aso
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we've worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York.

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain's best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King's Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6905
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 19 August 2018

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance

Direct any informal queries to Nigel Dandy, Head of Academic Support Office at nigel.dandy@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835