

RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (e.g. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- We recommend that you take a copy of this recruitment pack to help with your preparation.

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation DisabledGo who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206-874588/873521) for help.

Closing Date: 19 November 2017

Interviews are planned for: 30 November 2017

Produced by:
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JOB DESCRIPTION – Job ref REQ01007

Job Title and Grade:	Academic Services Officer Grade 7
Contract:	Permanent, full-time
Hours:	A notional minimum of 36 hours per week
Salary:	£29,799 - £32,548 per annum
Department/Section:	Essex Business School
Responsible to:	Essex Business School Dean
Reports on a day to day basis to:	Academic Services Manager
Responsible for:	Academic Services staff in the Academic Services Taught Team (Colchester)
Principal Location:	Based at Colchester Campus, but occasional attendance scheduled at Southend Campus to support personal, team and School development activities.
Purpose of job:	<p>The Academic Services Officer is responsible to the Academic Services Manager for supporting the School's academic standards and quality function, for contributing to the delivery of academic services for the School throughout the annual academic cycle, and for the operational management of the Academic Services Taught Team, based at the Colchester Campus. They will work with the Academic Services Manager to develop professional services support across the taught team and maintain standards for service delivery. They will also provide dedicated support for operational matters to key academic leadership roles within the School.</p> <p>The Academic Services Officer will represent the Academic Services Taught Team and play a key role in ensuring effective communication and engagement. They will also contribute to developing a culture of integrated cross-campus working. They will have the capacity to deputise for the Academic Services Manager, as relevant.</p>

Duties of the Post:

The main duties of the post will include:

1. To support the School's academic standards and quality function for its taught courses, and manage the delivery of high quality academic services from the Academic Services Taught Team, ensuring adherence to quality assurance processes, such as approval of new courses and modules, review and update of existing courses and modules, support for annual monitoring and periodic review, and programme specification updates.
2. To provide dedicated high quality operational support to the key academic role holders, including the development and delivery of specific initiatives that can support improved performance against the School's key educational objectives, in consultation with the Academic Services Manager.

3. To provide support to the Academic Services Manager in the delivery of academic procedures relating to new course and module approval and review. To provide support for external module validation and/or accreditation with relevant professional bodies.
4. To lead and manage the Academic Services Taught team based in the Colchester Campus including developing cases for additional/replacement staff, recruitment and selection, provision of support and training, performance management, professional development, appraisal, and making cases for additional increments/payments under the terms of the Annual Review procedures, in consultation with the Academic Services Manager.
5. To act as the School's primary Timetabling Officer for the Colchester Campus, managing the scheduling of all taught events and in-class tests, liaising with relevant colleagues as necessary. To be responsible for the scheduling of coursework deadlines, in consultation with the Director of Education and Academic Services Manager. To deputise for the Academic Services Manager in servicing exam boards, when required.
6. To be responsible with the Student Services Supervisor for the accurate provision of information to students via the UG and PGT handbooks and information provided on-line for Taught students and applicants for the Colchester Campus.
7. To be responsible to the Academic Services Manager for the accuracy of Taught course records at the Colchester Campus.
8. To coordinate the academic components of the School's annual calendar of events across both Campuses and act as an academic committee secretary where required.
9. To be responsible to the Academic Services Manager for the management of GTA contracts and payments in liaison with HR.
10. To advise the Academic Services Manager on the effectiveness of academic services and procedures within the Taught team and make recommendations for implementing change, in consultation with others.
11. To ensure that high quality support services are provided. This will include: coordinating the allocation and supervision of tasks within the Academic Services (Taught) Team; ensuring effective monitoring is in place so that resources are appropriately allocated and modified in line with the cycle of the academic year, and to address annual leave and sickness absences; promoting a culture of excellence in customer service; and developing a shared service ethos that could support movement of staff members between roles to ensure appropriate service delivery at peak times.
12. To liaise with the Student Services Supervisor in EBS so that workload can be appropriately allocated, where the two teams work together on joint tasks.
13. To support the engagement of staff and ensure effective sharing of information, best practice, and dissemination of decisions that impact on the Academic Services Taught Team (Colchester). To support the delivery of effective internal communications and flow of information, within the School, and with staff as relevant across the University.
14. In collaboration with the Academic Services Manager, to support the development of strong partnership working between academic and professional services staff within the School and help drive a culture of integrated cross-campus working that is embedded across academic and professional services staff.
15. To establish strong and sustainable working relationships with colleagues in the Social Sciences Faculty Team, Academic Section, and in other relevant professional services sections and promote partnership working in support of the School's objectives. To actively promote the participation of members of the team in activity that enhances the administrative effectiveness of the Faculty of Social Sciences, and Essex Business School as a whole. To act as main point of liaison between the School and the Registry Taught Team.



16. To deputise for the Academic Services Manager, as appropriate, and ensure that in the case of illness or absence, service delivery is maintained within the Academic Services Team through providing or arranging cover.
17. To maintain own professional development and establish and support the development of equivalent expectations within the team.
18. Any other duties as determined from time to time by the EBS Dean, Academic Services Manager, or their nominee.
19. Any other duties as may be assigned from time to time by the by the EBS Dean, Academic Services Manager, or their nominee.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.

Terms of Appointment

For a full description of the terms of appointment for this post please visit:

<http://www.essex.ac.uk/hr/current-staff/terms.aspx#>

October 2017

PERSON SPECIFICATION

JOB TITLE: Academic Services Officer

Qualifications/Training

	Essential	Desirable
▪ A good first degree or equivalent qualification/experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Experience/Knowledge

	Essential	Desirable
▪ Administrative experience in a challenging and complex role	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of managing and motivating a staff team, including recruitment, selection, appraisal and performance management	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of the development and implementation of policies and/or procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Committee servicing experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working in Higher Education administration	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ A broad understanding of Higher Education, including quality assurance mechanisms, and professional body accreditation requirements	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Skills/Abilities

	Essential	Desirable
▪ Excellent organisational and administrative skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent presentation, communication and interpersonal skills, with proven success in developing effective working relationships at all levels	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent customer service skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Proven ability to work independently with minimal supervision and to work effectively as part of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Proven ability to be proactive, to solve practical and logistical problems, to prioritise tasks, meet deadlines	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ High level numeracy skills, with experience of processing and checking large amounts of data e.g. examination marks	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Impeccable standards of accuracy and attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to learn independently and master new areas of knowledge and skills rapidly	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to establish good working relations with both academic and administrative staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Strong sense of empathy for both the academic endeavour and values and the positive contribution professional activities make to meeting University goals	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent IT skills and experience of using databases	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Tact and discretion in dealing with sensitive issues and information	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A flexible approach and 'can-do' attitude; willingness to take on new tasks and projects.	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Other

	Essential	Desirable
▪ Ability to meet the requirements of UK 'right to work' legislation*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Willingness to work at both Colchester and Southend campuses when required	<input checked="" type="checkbox"/>	<input type="checkbox"/>

* The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

October 2017

Additional Information

Essex Business School

You can find more information about Essex Business School at the following link:

<http://www.essex.ac.uk/ebs/>

People Supporting Strategy

Please find a link to the People Supporting Strategy.

<http://www.essex.ac.uk/hr/policies/docs/people-oct15.pdf>

General information

Informal enquiries may be made to Joanna Partner, Academic Services Manager (telephone: 01206 872546, e-mail: joannap@essex.ac.uk). However, all applications must be made online.

Benefits

Our staff and students are members of the University for life. We believe a person's potential is not simply defined by grades or backgrounds, but by willingness to question, to collaborate and to push at the edges of knowledge and their own potential.

As an employer we offer a range of benefits and a commitment to career development and equal opportunities in an environment that both reflects and creates a rich interaction of people, disciplines and ideas.

- Pension scheme
- Generous holiday entitlement
- Competitive salaries
- Training and development Family Friendly policies
- On campus childcare facilities, for more information visit www.wivenhoeParkDayNursery.co.uk
- Childcare vouchers
- Relocation package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension, childcare and bicycle schemes)

No smoking policy

The University has a no smoking policy.

This document is produced by:

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