

JOB DESCRIPTION

Job Title:	Professional Bodies and Internal Academic Support Officer
Salary:	£40,000 per annum
Hours:	Full time, 35 hours a week
Location:	13 North Common Road, Ealing London W5 2QB
Reporting to:	CEO
Type of Employment:	Permanent

Main purpose of the job

Metanoia Institute is a busy and expanding organisation incorporating a wide range of academic programmes necessitating, dedicated administrative support which provides the key interface/contact with the student body

The Institute wishes to appoint a Professional Bodies and Internal Support Officer. The post holder will consult with appropriate bodies to foster commitment to developing Metanoia's Institute professional services and will advise and represent members subject to registration bodies' fitness to practice processes.

You will need strong administrative skills in this key role in Academic Services. Educated to first degree level, with relevant, recent and applied administrative experience preferably gained in the higher education sector, you will have the ability to co-ordinate numerous tasks, work with a number of colleagues, respond quickly and accurately to requests and meet competing deadlines.

We encourage applications from all backgrounds, communities and are committed to having a team that is made up of diverse skills, experience and abilities. We actively encourage BAME applicants to apply as we are committed to equality and diversity as an Institute.

Key areas of Responsibility:

Internal Academic Support

- Be responsible for the delivery of effective academic administration support.
- Attend, organise and take minutes at appropriate academic programme meetings and Executive.
- Draft agendas, prepare and circulate documents to members attend meetings and draft minutes for consideration by the Chair
- Effectively liaise with staff in relation to the co-ordination and management of academic timetables/academic calendar and the availability of teaching space.
- Contribute to the monitoring and review of pastoral and academic support for all the students.
- Assist with providing timely and accurate management information as required by senior management.
- Collating materials for regular internal and external communications to promote CPD activities

Professional Bodies

- Liaise with professional Bodies such as QAA, UKCP, BACP etc, University Partners and other stakeholders on a wide range of academic support matters;
- Manage the administration of the Institute alumni, CPD and membership;
- Develop and maintain excellent working relationships with colleagues and external stakeholders across the Institute;
- Maintain regular meetings with all the Institute Professional Bodies to discuss change processes.

Other Duties

- Your job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request;
- We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.
- Comply with the Institute's health and safety and equality and diversity policies in the undertaking of the job responsibilities, and to observe other Institutes' requirements relevant to the duties of the post.
- Undertake any staff development deemed necessary for the effective performance of duties assigned to the post.
- To be act as an ambassador for Metanoia at all times, upholding its values and professional standards when liaising with external bodies, attending external events, conferences or seminars.

Person Specification

	Essential	Highly Desirable	How Assessed
Qualifications			
1. A first degree or equivalent qualification/experience.	✓		Application Certificates
Experience			
A minimum of three years' experience of undertaking administration in an HE setting or equivalent.	✓		Supporting Statement
Experience of working with a range of office software.	✓		Application
Experience of data entry.	✓		Interview
Experience of committee servicing/and working with professional Bodies	✓		Reference
Skills			

Excellent interpersonal skills including the ability to deal effectively with students and staff at all levels.	✓		Supporting Statement
Excellent planning and organisational skills.	✓		Application
Excellent oral and written communication skills.	✓		Interview
Thorough knowledge of MS Office and MS SharePoint.	✓		Reference
Knowledge of current developments in UK HE.		✓	
Formal Office Skills training, including excellent keyboard skills.		✓	
Knowledge			
The ability to work under pressure and prioritise workload	✓		Supporting Statement
The ability to act on own initiative and work independently and maintain a high standard of work at all times.	✓		
The ability to work as part of a team.	✓		Application
Familiarity with the use of Moodle/Zoom and Microsoft teams..	✓		Interview
An understanding of and commitment to excellence in customer service.	✓		Reference

Benefits of working with us:

- Salary range: the appointment is usually made at the start of the advertised scale
- The appointment is offered on a permanent basis, subject to satisfactory references and a standard DBS check.
- The annual leave entitlement is 20 days (this increases based on length of service), pro rata, per annum. Additionally, there are 3 weeks when the Metanoia Institute closes over Christmas.
- Childcare Vouchers
- The Cycle to work Scheme
- Pension Scheme

APPLICATION PROCESS

Please send your application form to hr@metanoia.ac.uk