



JOB DESCRIPTION

Job Title: Administration Manager

Direct supervisor: Director of Administration and Accessibility

Department: Administration

Supervisees: N/A

1. The basic purpose, and primary objectives of this position are:

- Coordinate preparations for arrival, registration and orientation of programs
- Assistance with CELCAT scheduling software, course registration and scheduling/timetabling process, and staff training
- Assistance with and development of FIE's Virtual Learning Environment (Moodle), as well as advising on e-learning strategy and development
- Grade reporting and issuing of FIE transcripts
- Assistance with communications and coordination relating to student late arrivals, extended absences, early departures, withdrawals, and dismissals
- Leadership on Accessibility across FIE's programmes and locations. Deliver high quality and proactive guidance and support services to students with disabilities, physical or mental health concerns, or other needs that require a reasonable adjustment to the FIE programme. Liaise with other teams, in particular Student & Residence Life, Facilities and Experiential Education to discuss and implement adjustments.
- Assist with aspects of strategy, delivery, development and planning within the Administration department
- Coordinate communication with FIE Team, FIE Faculty and Visiting Faculty from the administration team
- Oversee and manage the Front Office of Foundation House, coordinate the high-quality delivery of services and ensure the efficient day to day running of the building
- Monitor and ensure continuing development of the Kensington Campus together with the Kensington Campus Coordinator and Facilities Department
- Assistance with faculty development, feedback and training in collaboration with Director of Administration and Accessibility, and Academic Team

2. The managerial and team-working duties and responsibilities include:

- Provide support in training of new members of staff
- Provide direction to maintenance and housekeeping staff when necessary
- Provide direction to colleagues covering the Front Office when necessary e.g. members of the Facilities Emergency Support Team



- Provide training and guidance to FIE staff and faculty in the development of inclusive practices and encourage others to continually seek to improve the accessibility of the FIE experience
- Collaborate with Director of Administration and Accessibility in identifying, and planning for, short- or long-term resource needs within Administration Team and Front Office
- Initiate and contribute to discussions within FIE on problem-solving, ideas and innovations
- Attend regular team and FIE-wide meetings and contribute accordingly
- Participate in interdepartmental committees

3. The developmental and research duties and responsibilities include:

- Contribute to ongoing development of administrative processes
- Contribute to the continuing development of the Kensington Campus
- Undertake relevant professional development opportunities and keep up to date with sector development and sector best practice
- Ensure FIE website and related social media are up-to-date with information, instructions, and guidelines pertaining to relevant areas and contribute updates, news and articles to FIE website and newsletters
- Advise the FIE team on best practice/legal responsibilities in relation to supporting those with disabilities and accessibility requirements, contributing to the development, delivery, evaluation and quality of support for those with access needs
- Develop and maintain administration guides and instructional resources
- Support the creation and update of forms, templates and orientation materials
- Represent FIE at conferences, US Partner Institutions and at other events as required
- Promote and support student charity fundraising, sustainability, diversity and other initiatives

4. The operational, administrative and maintenance duties and responsibilities on a routine, day to day basis include:

- Oversight of Admin email account
- Manage the admin calendar and input semester dates and information from the London calendar meetings
- Advise and support prospective students who declare a disability or other request for a reasonable adjustment at application stage
- Liaise with coordinators, other team members and external parties as appropriate in order to provide support for students with disabilities and access needs, e.g. any specialist equipment and support.
- Liaise with faculty as required in student situations that arise as a result of accessibility
Coordinate start of semester and end of semester preparation and communication with students and faculty



- Collect grades from faculty and report them to US partners in the required formatAssistance with CELCAT scheduling system and course registration process
- Maintain accurate records of student and programme data Contribute to new faculty/course convenors inductions, training, development, and advising
- Admin lead on execution of all events and receptions in Foundation House
- Deliver orientation and information sessions for students and faculty
- Participate in managing, reviewing, and organising student documents
- Ensure all relevant publications, materials, subscriptions and memberships are up to date
- Be familiar with FIE policies and procedures related to emergencies and implement them when required, monitoring and reporting all situations to the appropriate person(s)
- Share front office duties and responsibilities including but not limited to meeting and greeting visitors, coordinating incoming and outgoing post, deliveries and faxes, managing and directing telephone, face-to-face and email enquiries and providing classroom assistance
- Assist with all aspects of program delivery as required
- Other duties as assigned

5. The client service and support duties and responsibilities include:

- Develop and maintain positive relationships with potential and current client universities, visiting faculty and FIE faculty
- Participate in FIE events and client lunches and after-hours events
- Provide support as needed to visitors, staff, faculty and student while they are using FIE office space, faculty lounge and classrooms
- Liaise with US coordinators on a regular basis
- Maintain a strong working relationship with all team members and third-party contractors

6. The main skills and qualifications required for this job are:

- Educated to degree level or equivalent
- Demonstrable efficiency, accuracy and attention to detail
- Proven time management, administrative and organizational skills
- A flexible approach with the ability to learn quickly
- A friendly “can do” customer - relations disposition
- A professional and personable outlook
- Ability to be and work as part of a team (and an awareness of others even when not working directly with them)
- Ability to prioritise, work under pressure, and to meet set deadlines
- Excellent interpersonal skills
- Excellent written and verbal communication skills with a confident and welcoming manner
- Experience of working in a busy office environment
- Experience of working with students and/or in customer-service
- Proficiency in Microsoft Office
- Experience of working with Virtual Learning Environments and in-house databases



7. The desired skills and qualifications required for this job are:

- Experience using Survey Monkey or other web-based survey solution platform
- Experience in social research, data collection and analytics
- Experience working in a UK and/or US higher education environment and an awareness of the challenges of being in a foreign country