Job Description

Job Title: Assistant Director of Administration  
Direct supervisor: Director of Administration  
Department: Administration

1. The basic purpose and primary objectives of this position are:
   - Oversight of course registration and scheduling/timetabling process
   - Oversight of CELCAT software, staff training and resources
   - Chairing and preparing the data for teaching meetings each semester/student intake
   - Lead on Faculty development, feedback and training in collaboration with Director of Administration (DA), and Academic Team
   - Assist DA with the Admin Team strategy, development & planning, including Admin Team cross-training programme, and annual Admin Reviews
   - Lead on the development of sustainable student engagement strategies and report info for quality assurance
   - Contribute to programme development, working closely with the Academic Team
   - Contribute actively to the agenda for weekly Admin Team meetings, and lead them in DA’s absence
   - Collate and monitor students’ attendance data, in collaboration with DA and Academic Team
   - Assist DA with students’ Early Departure, Extended Absence, Withdrawal or Dismissal communications
   - Assist with UKVI Sponsorship Record Keeping Duties
   - Assist with Exam Management
   - Assist with Grade Reporting and Issuing FIE Transcripts
   - Lead on Student Orientation content and delivery
   - In the absence of DA, Administrative contact for Emergency Incident Response Group

2. The managerial and/or team-working duties and responsibilities include:
   - Support and supervise those responsible for – or all Admin Team members in the absence of DA - by preparing work to be completed, explaining tasks and following up that duties have been completed as and when needed
   - Mentor, develop and appraise those responsible for
   - Provide support in training of new members of staff
   - 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 and working groups.
   FIE staff are encouraged to engage with its core values and contribute to projects relating Sustainability, Diversity & Inclusivity, and Social Justice, the outcomes of which will benefit the FIE community of staff and students
3. The developmental and research duties and responsibilities include:

- Undertake relevant professional development opportunities and keep up to date with sector development and sector best practice
- Contribute to ongoing development of administrative processes
- 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
- Develop and maintain CELCAT guides and instructional resources
- Support the creation and update of forms, templates and orientation materials
- Represent FIE at conferences, US Partner Institutions, visit meetings and at other events as required in ADA role and in DA's absence.
- Have an awareness of, and promote and develop initiatives relating to, FIE’s core values of Sustainability, Diversity & Inclusivity, and Social Justice.
- 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:

- Support the management of the admin and visitor calendars and input semester dates and information from the London calendar meetings
- Assist with the start of semester and end of semester preparation and communication with students and faculty
- Maintain accurate records of student and programme data
- Communicate with FIE faculty on their teaching load and availability per semester
- Issue faculty contracts for London, Amman and Dublin when necessary.
- Contribute to new faculty/course conveners inductions, training, development, and advising
- Generate and manage Courses, Course Registration and Class List spreadsheets for each semester/year.
- Create and manage schedules/timetables for all programmes
- Coordinate Admin Team related Emergency Incident Response Plan’s actions in DA’s absence
- Manage student course registration on all programs
- Communicate with students, partners, staff and visiting faculty on all timetable/scheduling and course registration related information and updates.
- Assist with the organisation and delivery of student and faculty orientation and information sessions
- 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)
- Assist with School of Record related administration as required
- Assist with all aspects of programme delivery as required
- Be familiar with FIE policies and procedures relating to emergencies and implement them when required, monitoring and reporting all situations to the appropriate person(s)
- 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
- Liaise with US coordinators on a regular basis
- Participate in FIE events and client meetings and after-hours events
- Maintain a strong working relationship with all team members and third party contractors

The main skills and qualifications required for this job are:

- Educated to degree level or equivalent
- At least three years' experience working in a UK and/or US higher education environment and an awareness of the challenges of being in a foreign country
- Experience of timetabling within the Education sector
- Proficiency in Microsoft Office
- Proficiency in information system/database management
- Demonstrable efficiency, accuracy and attention to detail
- Demonstrable reliability
- Proven time management, organisational and administrative skills
- A flexible, proactive approach with the ability to learn quickly
- A willingness to take on additional responsibilities and the ability to overview and coordinate tasks or complex projects
- 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 and work under pressure, and to meet set deadlines
- Good interpersonal and intercultural competencies
- Good written and verbal communication skills with a confident, welcoming and empathetic manner
- Experience of working in a busy office environment
- Experience of working with students and/or in a customer-service environment

The desirable skills and qualifications for this role are:

- Experience of working with timetabling or other scheduling software, particularly CELCAT would be an advantage
- An understanding of the US higher education system
- Awareness of UKVI's Student Sponsorship system