Academic Program Manager

Overview

<table>
<thead>
<tr>
<th>Status</th>
<th>Permanent full-time</th>
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<tr>
<td>Application</td>
<td>7th April 2022 close of business</td>
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<tr>
<td>deadline</td>
<td></td>
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<tr>
<td>Apply to</td>
<td>Send CV + cover letter to Jo Reeves, Assistant Director for Finance &amp; HR, <a href="mailto:jcreeves@syr.edu">jcreeves@syr.edu</a>, by 7th April</td>
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<tr>
<td>Start date</td>
<td>1st June 2022</td>
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<tr>
<td>Salary</td>
<td>Commensurate with experience</td>
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<td>Benefits</td>
<td>Generous benefits package including holiday allowance, group life assurance, group income protection, pension schemes and private healthcare (optional)</td>
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<td>Reports to</td>
<td>Assistant Director, Teaching &amp; Learning</td>
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<tr>
<td>Location</td>
<td>Holborn, London UK</td>
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Syracuse University London forms part of the global network of study abroad programs overseen and supported by Syracuse University, Syracuse, New York, U.S.A. The Syracuse University London centre hosts around 600 students per year in fall and spring semesters; employs 20 permanent administrative staff members and 60 adjunct faculty members; offers 50-60 Syracuse University-approved courses/modules each term across 35 disciplines; and runs 200+ class field trips and a robust internship program, in addition to an intensive summer session.

This full-time, permanent position is responsible for the smooth running of the academic program and for maintaining high standards of academic excellence. The post-holder reports to the Assistant Director for Teaching & Learning and to the Director.

Main responsibilities

Teaching coordination and support
Coordinate teaching teams for program-wide courses
Coordinate logistics of faculty recruitment across disciplines
Provide day-to-day support for visiting faculty and faculty coordinators of special programs
Oversee induction of new members of faculty in policies and procedures
Provide practical support for faculty course management including using appropriate instructional technologies and platforms
Implement pedagogy training, workshops and mentoring according to academic vision and strategy for the center

**Academic policies and standards**
Regularly update academic policies and templates according to Syracuse University Abroad guidelines
Communicate academic program policies and procedures to all affected
Lead on academic orientation for students
Oversee semester course evaluations, including new members of faculty mid-semester
Review course syllabi each term for preparedness
Guide faculty through processes for academic integrity cases, escalated discipline/attendance issues and grade appeals
Advise student support colleagues on student academic problems
Produce annual reports summarising and assessing all academic programming including course evaluations

**Academic administration**
Liaise regularly with academic staff at Syracuse University Abroad
Implement new courses and programs according to academic vision and plans for the center
Oversee day-to-day academic operations
Oversee registration, timetable, exams, guest speaker fees, deadlines and policies, working to University deadlines
Maintain a searchable database of prospective faculty and guest speakers
Oversee timely University Senate regularization of new courses

**Academic resources**
Promote and support access to local library and Syracuse University library resources
Ensure compliance with copyright licensing and data security and privacy
Advise on classroom design and furnishings for optimal teaching and learning
Work with registrar and facilities team to ensure optimal use of space for academics

**Collaboration**
Participate in academic program meetings, curricular planning and new course and program development

**Person-specific criteria**

**Required**
Good understanding of US university academic systems and requirements
A demonstrated commitment to diversity and inclusion
Ability to foster academic excellence within and across disciplines and to implement academic policies
Competent IT skills and readiness to become familiar with new platforms relevant to the role
Outstanding verbal and written communication skills across a variety of platforms
Accurate attention to detail in administrative work
Ability to exercise sound judgement and appropriate response in crisis situations

Preferred
Doctoral or equivalent terminal degree
Teaching experience in the context of international higher education
Familiarity with effective approaches to pedagogical excellence, including knowledge of digital teaching tools and learning systems