



ARCADIA UNIVERSITY
THE COLLEGE OF GLOBAL STUDIES
London

Academic Officer

London Center

The College of Global Studies, Arcadia University

The London Center for The College of Global Studies is seeking to appoint an Academic Officer.

Approximately 350 - 400 US students participate each year on Arcadia's Programmes through the London Center. The Academic Officer undertakes a range of complex academic operations tasks to support the successful management of course programming. With oversight from the Associate Director of Academic Affairs (ADAA), the post holder takes responsibility for the day-to-day operations of Center-based courses, and provides a high standard of professional support to faculty. The post holder also plays a key role in student academic advising and support, as well as the planning of new student orientation and other events across the academic year. They also take part in the wider life of the college by contributing to student events and activities.

Main Duties

General

- Be the first point-of-contact for student academic enquiries, such as course changes, grade conversion and transcript enquiries, and other academic policy and procedure questions.
- Devise and manage course timetables as directed by the ADAA, working closely with programme faculty.
- Serve as the London Center subject-matter expert for the Canvas virtual learning environment, providing training for faculty members and colleagues as required.
- Set up semester planning schedules for faculty, outlining the operational tasks needing to be completed in advance of each semester and monitoring their progress.
- Manage the official recording of grades into academic records systems.
- Provide logistical support for faculty and guest speakers including event bookings.

Required

- Bachelor's degree
- Experience of providing support to students
- Excellent written and verbal communication skills, including group presentations
- Strong communication skills including a high level of discretion and appropriate sensitivity towards student challenges

- High level of attention to detail and awareness of the importance of accuracy in record-keeping
- The ability to work effectively both independently and in a team environment
- The willingness and ability to work some evenings and weekends to support student activities, particularly during orientation and end-of-semester periods
- No restriction on right to work in the UK

Desirable

- Experience of working with student academic record systems
- Experience of providing professional support to academic staff
- Knowledge of the US higher education system
- Direct experience of Canvas or a similar VLE system
- Master's degree

Person Specification

The successful candidate will be a solution-driven, proactive and motivated individual who enjoys interacting with students and faculty.

Salary

£28,000 per annum plus 8% non-contributory pension plan

Working Location

Arcadia London Center, Holborn.

Benefits

Benefits include 28 days annual leave, a season ticket plan and working in a central London location.

Application

Applicants should submit a CV and covering letter to hr-london@arcadia.edu by **5pm on Thursday 8th December**. Applications will be reviewed on a rolling basis and early application is encouraged. Any questions about the role may also be sent for the attention of Tessa Lovell to hr-london@arcadia.edu.

Academic Officer: London Center
JOB DESCRIPTION

The Academic Officer works as part of the Academic Affairs team at Arcadia University, College of Global Studies, London Center. The post holder undertakes a range of complex academic operations tasks to support the successful management of Center-based and direct enrol programmes. With oversight from the Associate Director of Academic Affairs (ADAA), the post holder takes responsibility for the day-to-day operations of Center-based programme courses, and provides a high standard of professional support to the Center's core and adjunct faculty members. The post holder also plays a key role in student academic advising and support, as well as the planning of new student orientation and other events across the academic year.

The AO works in close liaison with the London Student Services team, the University Relationships Manager and the Glenside-based registrar's office and Academic and Student Affairs (ASA) teams.

Duties and Responsibilities

Center-Based Programme Operations - 40%

- Design and implement course schedules as directed by the ADAA, liaising with core and adjunct faculty on timings and locations, for both Center-based and 'hybrid' students dually-enrolled on Arcadia and UK university programmes.
- Draft high-quality e-correspondence and communication materials for use by the London Academic Affairs team, ranging from student presentations and faculty training guides to reports for US and UK university partners sent on behalf of the ADAA.
- Deliver formal student orientation and other presentations as a key member of the Academic Affairs team, to students, faculty and external visitors as required.
- Plan and coordinate the semesterly Center Examination Board, collating student assessments, evaluations and grading statistics for use in in-person and on-line meetings.
- Oversee the planning of special academic events with faculty, staff and students.
- Implement and maintain student attendance monitoring systems according to published policy.
- Support faculty with bookings for external course components, maintaining electronic forms for reservation requests and maintaining budget oversight and financial records in liaison with the ADAA.
- Oversee end-of-semester grade entry into the Canvas and PowerCAMPUS university systems, liaising with faculty and the TCGS registrar's office.

Faculty and Systems Support - 25%

- With oversight from the ADAA, serve as the London Center subject-matter expert for the Canvas system, providing semesterly and *ad hoc* training for faculty members and the Student Services team as required.
- With guidance from the ADAA, assist faculty in building and maintaining robust and accurate course pages in Canvas each semester, monitoring data entry and taking responsibility for following up on discrepancies with faculty, either via the ADAA or directly as appropriate.

- Serve as the first point-of-contact faculty advisor for academic policy and procedures queries, seeking advice from the ADAA and RD where appropriate.
- Set up semester planning schedules for faculty, outlining the operational tasks needing to be completed in advance of each semester and monitoring their progress.

Student Advising - 25%

- Be the first point-of-contact for academic enquiries throughout the student lifecycle, such as 'add/drop' course changes, grade conversion and transcript enquiries, and other academic policy and procedure questions that arise on a day-to-day basis.
- Serve as Arcadia Programme Contact for one or more Center-based and Direct Enrol programmes each semester, playing a key part in students' initial orientation and induction, and meeting with students for regular 'check-ins'.
- Facilitate student requests for extensions and mitigation with faculty members and the ADAA as appropriate.
- In advance of students' arrival, collaborate with the Glenside-based Programme Managers and the London team to prepare students for their TCGS experience, through online sessions and telephone calls as necessary.

Registrarial Responsibilities - 10%

- Collaborate with the TCGS registrar's office to oversee accurate end-of-semester grade input into the central system.
- Assist the University Relationships Manager in providing complete end-of-semester records to the ADAA and TCGS registrar's office, communicating with UK university partners where required.
- Maintain online storage of official transcripts, ensuring appropriate deletion once processed in central systems, according to GDPR requirements.
- In liaison with the ADAA, identify ongoing ways to streamline academic administrative processes.

Other

- Serve as an emergency out-of-hours contact for students in the regular staff rota.