**JOB TITLE:**  Academic Support Officer

**REPORTS TO:**  Senior Academic Support

**DIRECT REPORTS:**  N/A

**JOB DESCRIPTION**

The Academic Support role sits at the heart of the student and educational team relationship. They are often the first point of student contact and as such have a direct impact on the student experience. The role, sitting within the Academic Support team, is responsible for delivering the day-to-day academic administrative operations of ICMP and ensuring that customer service obligations are met.

 **RESPONSIBILITIES**

**Administration**

* Acting as the lead administrative contact for staff and students on the assigned ICMP programme(s) and levels of study.
* Maintaining procedures for the administration of programmes and curriculum related activities.
* Cover of the Academic Support helpdesk/Front of House on a rota basis shared with colleagues within the team
* Assisting with the coordination and planning of enrolment and Induction of students
* Liaising with the Admissions and Data Team to maintain accurate records of student enrolment and on programme records.
* Accurately maintaining all records for all enrolled students and following operational procedures, maintaining accurate contact and interaction records.
* Attendance. Monitoring students’ attendance and notifications of absence, following the specific attendance policy. Taking action where appropriate and communicating any issues arising to the Programme Leader.
* Acting as the primary administrative contact for student queries and concerns regarding enrolment, assignment handling, examinations, re-sits, examination marks processing, extenuating circumstances, academic appeals and graduation queries.
* Assisting the Programme Leader with the production and distribution of all course related materials to students and Faculty teaching staff as appropriate.
* In liaison with the E Learning team ensuring Canvas is kept up with the relevant information relating to the programme(s) of study.
* Programme Committee Meetings: acting as servicing officer of meetings as required including compiling of agendas, preparing papers, production and distribution of draft minutes and to ensure follow-up action is taken as appropriate or as directed by the Line Manager or the Administrative Team Leader.
* Ensuring international students provide all necessary documentation at enrolment to maintain their Tier 4 Student Visa status.
* Ensuring all withdrawals or intermittences and handled and documented in line with policy

**Exams and Assessments**

* To assist with the co-ordination of assignment handling and exams preparation for any assigned programme of study.
* Collating all assignment/examination mark sheets and final transcripts ensuring they are distributed in a timely manner.
* Facilitating the filming of performance examinations, collating, storing, editing and downloading all video evidence.
* To assist with Internal and External Examiner preparations.
* Assisting with the arrangement of any re-sits in accordance with ICMP and external partners’ policy and regulations.
* Generation and distribution of final transcripts to students.
* Maintaining excellent working relationships with external partners and other regulatory and awarding bodies***.***
* Complete other duties as assigned by line management.

**Strategic Objectives**

• Supporting ICMP’s mission, vision, values and strategic objectives.

• Contributing to the development and implementation of service wide standards and improvements of administrative processes within the team.

• Seek to develop and maintain service standards levels for the administrative functions and processes.

• Contributing to structured Quality Assurance standards and reviews conducted by the ICMP.

• Contributing to the organisation of, and attend ICMP Open Day, Students’ Graduation ceremony and other student related recruitment activities as directed.

• Demonstrating a flexible approach to working hours to ensure continuity of service.

• Participating in relevant internal and external training and development activities as

identified by the line manager or the company.

• Adhering to and be committed to the implementation of ICMP’s Safeguarding policy and practices.