



**NORWICH
UNIVERSITY
OF THE ARTS**

**Senior Academic
Support Officer**

norwichuni.ac.uk

We are one of the great British art schools: a specialist creative arts university that draws on 175 years of history, with our focus on the future and the role of creativity in addressing global challenges and opportunities.



For further information on Norwich University of the Arts and our Community please visit www.norwichuni.ac.uk

We celebrate diversity and believe it to be at the core of any creative endeavour. Whatever your background, identity and prior experience, wherever you are from, we want you to bring your whole self to work each day, in an environment that recognises your unique contribution.

In choosing to work at Norwich University of the Arts, you will join a community of creative academics, technicians and professional experts who are committed to delivering exceptional Creative Arts Education, Research and Knowledge Exchange. You will work in a stimulating and critically engaged workplace, where the creativity of all our students will develop because of your commitment.

We are renowned for our teaching quality. We have been awarded Gold in the Teaching Excellence Framework (TEF) with the highest possible rating. We are the only creative arts and design university with a triple gold TEF rating.

We are in the Top 10 for Teaching Quality in the 2022 Sunday Times Good University Guide. We are the highest climber in the Complete University Guide 2023 – the highest-ranked specialist creative arts university outside London and were named University of the Year for Student Retention by the Sunday Times 2020 Good University Guide for the support we offer from pre-enrolment to post-graduation.

You will work in the heart of Norwich. We are proud of our award-winning campus, which has played a pivotal role in regenerating an exciting quarter of the city.

Our 21st century teaching spaces and workshops are housed in renovated buildings with Medieval, Victorian and Edwardian heritage. Norwich University of the Arts won the Outstanding Estates Strategy Award at the 2018 Times Higher Leadership and Management Awards.

In support of its new Strategy, the University has recently acquired a new building in the heart of Norwich. Bank Plain, a former bank, is an additional 37,000 sq. ft of space and an ambitious commitment to being a high profile, civic university championing the creative arts.

Ninety-four per cent of our graduates are in work or further study six months after graduation, and Norwich University of the Arts won a Guardian University Award for Employability and Entrepreneurship in 2019 for our innovative 'gamification' of careers advice. You will find our graduates in key positions across and beyond the creative sector and industries.

There are of course Oscar nominees and BAFTA winners, but also rising stars who are honoured across the creative industries: from D&AD Pencil winners, to emerging fine artists, photographers and fashion designers.

We understand that making career choices requires careful consideration. We hope that as you learn about us you will be inspired by our ambitions for the future.

**Professor Simon Ofield-Kerr,
Vice-Chancellor**



Committed to equality and valuing diversity

Norwich University of the Arts is committed to being an inclusive community that offers equality of opportunity and enables our staff and students to flourish and succeed, regardless of their background or personal circumstances.

Our commitment to equality, diversity and inclusion is embedded in everything that we do. We celebrate the diversity of our backgrounds, cultures and actions, promoting art and design as a catalyst of social change.

As such, we are champions for the creative arts; empowering all of our students to be valued and productive members of society, with ambitions to change the world.



A BA (Hons) Film and Moving image Production student setting up in the Sir John Hurt Film Studio

Situated in the historic city centre of Norwich, with an impressive estate that encompasses both historic buildings and brand-new state of the art facilities, the University is a vibrant community that forms the beating heart of the city and region's arts and cultural worlds.

Senior Academic Support Officer

Full-time

37 hours per week for 52 weeks per year.

Salary:

From £31,396 to £36,024 per annum

Closing date for applications:

23rd June 2024

Interviews will be held on:

16th July 2024

Norwich University of the Arts has an exciting opportunity to appoint a full-time Senior Academic Support Officer in the Academic Support team.

Academic Support coordinates activities relating to student appeals, complaints, misconduct, intermission of studies and extenuating circumstances. The Academic Support Office also manages the University's graduation ceremonies. Key aspects of the role include providing a range of administrative and analytical services drafting correspondence, report writing, maintaining accurate records, responding to diverse queries and provision of administrative support for some Quality processes.

This role will suit people with advanced communication and administrative skills and excellent attention to detail. The successful candidate will have experience of communicating clearly and sensitively with diverse audiences, and the ability to work on their own initiative as well as in a collaborative team environment. The post holder will be pro-active and able to own, plan and prioritise their work effectively in an environment with demanding deadlines. Experience of providing effective administrative and analytical support to a high standard of accuracy and attention to detail is essential.

Experience of working within Higher Education or in a similar role will be an advantage.

Norwich University of the Arts celebrates and embraces being part of an inclusive community that offers equality of opportunity and enables staff and students to flourish and succeed.



Job Description

Senior Academic Support Officer

Reporting to: Assistant Registrar - Academic Support





Job Purpose

- To provide a comprehensive administrative service to support and enhance the University's Academic Support functions. The post holder is expected to maintain currency with sector developments and provide support for reporting on metrics and outcomes and work collaboratively with staff across the University to provide an integrated service.
- Individual post holders will work to support the provision of core activities of the Academic Support Office, including appeals, complaints, misconduct, intermission of studies, extenuating circumstances, graduation ceremonies and award certificates. Individual post holders will undertake all activities associated with the role and may be tasked with leading coordination in a number of these areas.



Main Responsibilities

- Act as a key point of contact for staff, students and external stakeholders, to provide advice and guidance for internal and external enquiries relating to Academic Support, and ensuring information is disseminated to staff, students and / or other stakeholders as appropriate, and information on the University's internal and external websites is up-to-date.
- Take responsibility for the planning and delivery of all processes associated with individual casework, communicating with all parties involved, ensuring that records are kept updated, casework documentation and summary reports are prepared, and that cases are progressed to ensure that outcomes are delivered within published timeframes.
- Conduct analysis of casework and provide analyses of trends and issues, reporting to senior managers, committees and working groups as required, and working proactively in the area of 'lessons learned' from the experiences of individual cases.
- Develop and deliver training sessions and guidance materials for staff and students on Academic Support functions and the dissemination of good practice.
- Coordinate intermission of studies activity with academic and professional services and senior management team staff, including identification of students at academic risk, processing of intermission applications, provision of advice to students on academic, financial and other consequences and coordinating arrangements for returning students and any conditions placed on their return.
- Take a central role in supporting the Assistant Registrar: Academic Support to plan and deliver the University's graduation ceremonies, developing operational plans, online materials, staff training, timetabling, monitoring and reporting on student and guest numbers with responsibility for coordinating ticketing, payment processes and allocation of seating and special requirements for students and guests, and liaison with external suppliers, and act as a central coordinator for the ceremonies themselves.
- Coordinate administration of the University's extenuating circumstances procedures, including advising students and staff on all aspects of the Student Regulations and Procedures; processing claims; convening Extenuating Circumstances Panels if required; updating central systems with outcomes and providing information on decisions to assessment and award boards.
- Coordinate all aspects of applicant and student appeals and complaints procedures, including investigating cases; writing detailed reports of findings; summarising cases and identifying possible outcomes for senior managers; preparing correspondence to communicate outcomes at internal and external stages, including the preparation of information for the Office of the Independent Adjudicator (OIA) as required.
- Coordinate cases relating to student misconduct, including investigating allegations, arranging and attending meetings of the Student Conduct Committee. This work will include specialist training and guidance in the area of cases relating to harassment and sexual misconduct.
- Maintain currency with sector developments and expert knowledge of University policies, regulations, and procedures, to play an active role in contributing to policy development, procedural improvement, and University-wide projects to enhance the student experience.
- Membership of University Committees and working groups as required.
- Provide occasional support as required to the Quality Office team in administration of course approval and review processes, assessment board preparation and other Quality functions.



Person Specification

Essential

- Exceptional interpersonal, written and oral communication skills
- Excellent problem solving and analytical skills, with exemplary attention to detail
- Experience of document preparation, including writing reports, papers and summary documents and complex correspondence
- Experience of handling potentially difficult communications and face-to-face meetings with tact, sensitivity and a respect for confidentiality
- Ability to work both independently, taking ownership within the responsibilities of the role, while also able to work well within and across team environments
- Excellent time management and organisational skills
- High degree of IT literacy and proficient in adopting new systems and platforms
- Educated to degree level or equivalent, or with significant relevant work experience

Desirable

- Knowledge and understanding of academic support in the UK Higher Education context including the Office of the Independent Adjudicator Good Practice Framework and other external reference points.
- Experience working in an administrative context in Higher Education.
- Experience of complaint resolution and processing in Higher Education or another sector.
- Event management experience.

Further Information

Equality, Diversity and Inclusion

It is important that our University community supports our policy on equality, diversity and inclusion and that each of us reflects this in the way that we work.

Health and Safety

We are all responsible for helping to make the University a safe and healthy place to work and study, ensuring that we are compliant with our Health and Safety Policy.

Policies and Procedures

We should keep up to date with the University's policies and processes which are usually available on our intranet, reflecting these in the way that we work.

Staff Development

Our performance and development activities include appraisal and development reviews, participation in learning and development, and a personal responsibility to maintain our own subject knowledge.

Confidentiality

We must maintain appropriate confidentiality in relation to our work and that of the University.

Variation to Job Description

We may vary your duties and responsibilities outlined in the job description to reflect the changing needs of the University.



General Information

Terms and Conditions of Appointment

On appointment, you will receive a full statement of terms and conditions for your role.

Duties

Your duties and responsibilities are outlined in the job description

Starting Date

This post is offered on an indefinite basis to commence as soon as you are available.

Hours of Work

The standard hours of work are 37 hours per week.

Salary

This post is on an incremental salary scale. The salary for this post is Grade 6, which is from £31,396 to £36,024 per annum.

Annual Leave

Your annual holiday entitlement will be 22 days rising to 25 days after 5 years' service, plus 8 statutory days (pro rata). In addition, the University may grant 4 or 5 concessionary days leave per year when the University is closed.

Pension

Employees have the benefit of joining the Local Government Pension Scheme, a defined benefit pension scheme which builds up a pension on a "Career Average" salary basis to which the University currently contributes an additional 24.4%.

As a member of the scheme, you would be provided with a secure future retirement income, independent of share prices and stock market fluctuations. There is also cover in the event of early retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you. You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at <https://www.norfolkpensionfund.org>

Interview Expenses

Reasonable travel and incidental expenses will be reimbursed when agreed in advance in line with the University's Candidate Interview Expenses Guidelines which are available on request.

Offers of Employment

All provisional offers of employment are subject to evidence of eligibility to work in the UK, verification of qualifications, satisfactory references and medical assessment process.

If you are unsure of your right to work in the UK you can use the Gov.uk visa checking tool to establish your eligibility and options relating to visas.

Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants will be eligible for sponsorship under the Skilled Worker visa route

Referees

References will not normally be taken up unless a provisional offer of employment is made. All offers of employment are subject to receipt of satisfactory references covering current or most recent employment and the past three years of work.



Students in the control room of The Sir
John Hurt Film Studio in Boardman House

Application and Recruitment Process

Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for your consideration before you complete your application form.

The Job Description provides information about the main duties and responsibilities for the position. It also explains the purpose of the post.

The Person Specification sets out the experience, skills, abilities and characteristics to perform the duties in the job description.

We recognise that candidates may sometimes not meet all of our requirements. If you like what you've seen so far, we would still like to hear from you.

Application Form

We ask that applicants complete the application form in full and as clearly as possible.

You may, if you wish, submit a CV with your application form. However, we are unable to accept CVs without a fully completed application form.

The application form is the first stage in the recruitment and selection process and is a key element in being short-listed for an interview and the possible offer of a job.

Equal Opportunities Monitoring

As part of our commitment to equality, diversity and inclusion, we monitor the diversity of our workforce and applicants to help us review the effectiveness of our policies and procedures.

To help us with this, we ask that you complete the Equal Opportunities Monitoring section of the application form.

Submission of Application Form

Please submit your completed application form to jobs@norwichuni.ac.uk

Please note that we can only accept application forms in either PDF or DOC format.

The closing date for this vacancy is:
23rd June 2024

We regret we are unable to accept late applications.

Interview Arrangements

Interviews will normally be held on campus.

We will be in touch to let you know if you are shortlisted for interview.

The date of the interview will be:
16th July 2024

Due to the high volume of applications we receive we are unable to provide you with feedback.

If you are shortlisted, we will ask you to provide us with evidence of your eligibility to work in the UK.

We would like to take this opportunity to thank you for your interest in this position and wish you success with your application.

If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Team by emailing jobs@norwichuni.ac.uk.



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