

Administrative Officer

Directorate Of Academic Services and Online Education

Closing date: **31 January 2023**

Interview date: **To be Confirmed**

Reference number: **REG171A**



INTRODUCTION

A fixed term vacancy has arisen for an Administrative Officer to join the University of Aberdeen's Academic Services team. Based within the Registry in the Directorate of Academic Services & Online Education, the Academic Services team provides administrative oversight in regard to all matters relating to quality assurance and education policy.

The continuous development and promotion of the highest standards of quality across all aspects of the delivery of Education is of paramount strategic importance to the University. The Academic Services team, in support of this strategy, is the key point of contact in the University for quality assurance and education policy related matters.

The successful candidate will have experience of UK Higher Education Institutions, specifically in a Teaching and Learning or Quality Assurance context. Excellent interpersonal and communication skills, both oral and written, including experience of report writing and the ability to communicate effectively with diverse audiences are crucial to this role.

JOB DESCRIPTION

MAIN PURPOSE OF THE ROLE:

The successful candidate will undertake a varied portfolio of duties: working with the Assistant Registrar (Academic Services), supporting the development and continual review and development of education policy, ensuring compliance with the QAA Quality Code in the review and development of policy, ensuring appropriate maintenance of the Academic Quality Handbook (AQH) and providing administrative support in regard to the University's mechanisms for the quality assurance of teaching and learning. The successful candidate will act as case officer to academic appeals, complaints and discipline cases and as clerk to Internal Teaching Reviews, fielding enquiries from across the University on a range of matters, primarily in relation to quality assurance.

The successful candidate will work as part of a team and liaise with stakeholders from across the University as appropriate, under the direction of the Assistant Registrar (Academic Services).

KEY RESPONSIBILITIES:

- Provide administrative support in regard to the development and review of education policy and the University's mechanisms for the quality assurance of teaching and learning;
- Provide administrative support in regard to the University's mechanisms for the quality assurance of teaching and learning;
- Working with the Assistant Registrar (Academic Services), support the development and continual review and development of teaching and learning policy;
- Provide administrative support in ensuring understanding, interpretation and application of the regulator requirements relating to quality assurance (including the Quality Assurance Agency (QAA)'s Quality Code and its relevant referenced sources and other relevant quality assurance frameworks);

- Ensure compliance with the Quality Assurance Agency (QAA) Quality Code in the review and development of policy;
- Act as case officer to academic appeals and complaints (academic and non-academic) and as clerk to Internal Teaching Reviews;
- Provide administrative support to University Committees or working groups, including drafting papers, taking minutes and ensuring follow-up actions are completed;
- Field enquiries from across the University on a range of matters, in relation to education policy and quality assurance matters;
- Other duties as prescribed, within the scope and grade of the post.

CANDIDATE BACKGROUND

We welcome enquiries from those interested in becoming an Administrative Officer within the Academic Services team.

The successful candidate will be qualified to degree level or equivalent, with experience working in a busy and complex administrative environment. They will have experience of UK Higher Education Institutions, specifically in a Teaching and Learning or Quality Assurance context. They will have first-rate communication skills, particularly an ability to analyse and synthesise complex ideas and to write clearly, fluently and quickly. The successful candidate will be able to manage several demanding strands of work at one time and systems.

Salary will be at the appropriate point on the Grade 6, £35,333 - £42,155 and negotiable with placement according to qualifications and experience.

For current University of Aberdeen applicants, the University would consider a secondment opportunity for this post. You should seek approval for release for secondment from your line manager before making a formal application.

As this post is to cover period of maternity leave, it is available until December 2023.

Any appointment will be made subject to satisfactory references and probation period.

For further information on various staff benefits and policies please visit www.abdn.ac.uk/staffnet/working-here.

This role is based in the UK and as such the successful candidate will be required to live and work in the UK.

This post does not meet the minimum requirements for visa sponsorship under the Skilled Worker Route. We are therefore unable to consider applicants for this post that require sponsorship to work in the UK.

The candidate appointed to this post may be eligible for homeworking on an occasional or regular basis. For more information please refer to our [Homeworking Policy](#).



AT A GLANCE

SALARY:

Grade 6
£35,333 - £42,155

HOURS OF WORK:

Full-time: 37.5 hours per week

CONTRACT TYPE:

Fixed Term until December 2023

LOCATION:

Aberdeen



PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Education/Qualifications Academic, technical and professional education and training	<ul style="list-style-type: none"> Educated to degree level (or equivalent) 	
Work and Other relevant experience (including training) e.g. Specialist knowledge, levels of experience, supervisory experience, research	<ul style="list-style-type: none"> Significant relevant experience of working in a busy and complex administrative environment. Knowledge of the UK Higher Education Quality Assurance system. Previous experience of committee servicing. Demonstrable experience of the successful management and delivery of multiple tasks at one time. Experience of handling highly confidential information. 	<ul style="list-style-type: none"> Knowledge of University Regulations and teaching and learning policy. Knowledge of the University structure, academic year and lifecycle. Previous direct or relevant experience in Higher Education. Knowledge of the General Data Protection Regulation (GDPR).
Personal qualities and abilities e.g. initiative, leadership, ability to work on own or with others, communication skills	<ul style="list-style-type: none"> Excellent interpersonal and communication skills, both oral and written, including experience of report writing and the ability to communicate effectively with diverse audiences. Strong organisational skills. Ability to work under pressure and to strict deadlines with a high degree of accuracy. Ability to work on own with minimal supervision. Ability to be a team player as well as being able to work effectively as an individual including demonstrable experience of managing and prioritising an extensive and varied workload. Demonstrable willingness to embrace change and seek solutions to enhance service delivery. Excellent numeracy and IT skills. 	<ul style="list-style-type: none"> Ability to be creative and develop new ideas. Strong presentation skills.
Other e.g. special circumstances (if any) appropriate to the role such as unsocial hours, travelling, Gaelic language requirements etc.	<ul style="list-style-type: none"> Willingness to work flexibly, including some unsocial hours to 'get the job done'. 	

open to all and dedicated to the pursuit of truth in the service of others

The University of Aberdeen is a broad based, research intensive University, and we put students at the centre of everything we do. Outstanding in a wide range of discipline areas, Aberdeen is credited for its international reach and commercialisation of research ideas into spin out companies. The University has over 16,000 matriculated students and 3,600 staff representing 130 nationalities. We encourage bold thinking, creativity and innovation, and we nurture ambition with many opportunities for professional and personal development in an inclusive learning environment which challenges and inspires.



CURRENT CONTEXT

The University continues to uphold the principals of the foundational purpose. We remain committed to delivering positive change both locally and globally. We work together and with our partners in an interdisciplinary way, catalysing world-leading research in our areas of strength: Energy Transition; Social Inclusion and Cultural Diversity; Environment and Biodiversity; Data and Artificial Intelligence; and Health, Nutrition and Wellbeing. We are investing in our future and have committed £100m to upgrading our campus, including the new fully digitised Science Teaching Hub, the regeneration of the historic King's Quarter and a new Business School building. Our commitment to our students, campus and community has led to us being named a Top 20 UK institution in two major league tables¹ and 4th in the UK for overall student satisfaction².

¹ The Times and Sunday Times Good University Guide 2023 and the Guardian University Guide 2023

² National Student Survey (NSS) 2022

ABERDEEN 2040

On our 525th anniversary as a University we launched [Aberdeen 2040](#), our strategic vision for the next 20 years. Four strategic themes will shape our learning and discovery, underlined by 20 commitments we have made against each theme:

- **Inclusive**
We welcome students, staff and partners from all backgrounds, organisations and communities. We value diversity.
- **Interdisciplinary**
We innovate in education and research by generating, sharing and applying new kinds of knowledge. We learn together.
- **International**
We connect with others and extend our networks and partnerships around the world. We think across borders.
- **Sustainable**
We understand and nurture our environment, and take care of our resources, including our people and finances.

We work responsibly.

OUR EDUCATION

Recognised as the Scottish University of the Year in the Times and Sunday Times Good University Guide 2019, we remain true to our roots as an ancient Scottish university, combining breadth and depth in our degree programmes and drawing strength from the quality of our research. Our flexible curriculum encourages students to grow as independent learners and therefore to thrive as graduates in the diverse workplaces of the future. Our education is open to all and we are setting ambitious targets to further widen access.

OUR RESEARCH

Researchers at the University of Aberdeen have been at the forefront of innovation and excellence throughout the centuries, generating insights in medicine, science, engineering, law, social sciences, arts and humanities. This research has contributed to five Nobel prizes as well as other awards such as the Queen's Anniversary prize. Our research is intellectually rigorous working within our established areas of excellence as well as new methods of enquiry. We will continue to generate new knowledge addressing economic and societal issues with ambition and imagination, ensuring that it is globally excellent and locally relevant.

INTERNATIONAL

Aberdeen is increasing its international presence, positioning the University as a global organisation and building on established global partnerships around the world, including Qatar, China, North America, Europe. We feature in the top 50 institutions worldwide for international students³.

³ Times Higher Education World University Rankings 2021



IMPACT

In 2020 the University signed the United Nations Sustainable Development Goals accord, solidifying our commitment to developing the world in a sustainable way. In 2022 we were listed in the global Top 100 for 8 of these goals⁴.

Our highly cited work in zero-carbon technology and global outlooks makes us Scotland's best institution for environmental research⁵.

⁴ Times Higher Education Impact Rankings 2022
⁵ QS World University Rankings 2022

THE DIRECTORATE OF ACADEMIC SERVICES & ONLINE EDUCATION

The Directorate of Academic Services & Online Education encompasses three areas within Professional Services: the Centre for Academic Development, the Registry and the Online Education Team.

The Centre for Academic Development provides academic development support to staff and students including pedagogic staff development, eLearning expertise and academic skills support. CAD also provides support for the University's engagement with Quality Enhancement themes.

The Online Education team support the University's work to grow the University's online learning courses and programmes. The team also supports work relating to upskilling and reskilling.

The Registry provides the central administrative, secretarial and clerical support for all aspects of the student lifecycle for undergraduate and postgraduate students, from post-admission to graduation and also supports education policy and quality assurance. Within the Registry there are four main sections: Student Information Systems, Student Services, Curriculum Team and Academic Services.

This post is based in the Academic Services team within Registry. This team provides administrative oversight in regard to all matters relating to quality assurance and education policy. The team provides support to the University's Education committees and manages academic appeals, student complaints and academic discipline.

In regard to the other teams within the Registry, the Student Information Systems is split into two sub- teams: the Student Records Team, responsible for student records and systems; and the Central Timetabling Team which is responsible for teaching and exam timetabling. The Student Services team is responsible for many aspects of student administration for undergraduate and postgraduate students, including student progression, graduation and tuition fees. The Curriculum Team has administrative oversight of the annual review and update of the curriculum through the Curriculum Management System, the production of the University Calendar and Catalogue of Courses, and maintains MyCurriculum, the University's online course selection system, providing dedicated support to users.

ABERDEEN AND ABERDEENSHIRE

Scotland's third largest city, Aberdeen sits on the coast between the mountains of Aberdeenshire and the stunning North Sea coastline. The Aberdeen City region is a can-do place that is actively investing, at scale, in its future.

Renowned as a Global Energy Hub, Aberdeen is a vibrant, entrepreneurial region, home to a unique mix of business opportunities and specialist skills across various sectors including energy, technology, life sciences and food & drink. More than 20% of Scotland's top businesses are located in this region which is taking great strides to ensure that it continues to compete on a world stage. Investments of more than £10 billion of public and private infrastructure is due to be delivered before 2030, marking an exciting time to be part of a genuine world-class location.

Built from sparkling local granite Aberdeen has earned the name of the Silver City. As the energy capital of Europe, Aberdeen nevertheless retains its old-fashioned charm and character making it an attractive place in which to live, work and study. Due to its global business and international energy industry credentials, Aberdeen is well served by local and national transport infrastructure with excellent rail networks that run both North and South of Scotland and the rest of the UK. It also acts as an international travel hub. Flying time to London is just over one hour with regular daily flights and serves international travel to European centres such as Amsterdam (Schiphol) and Paris (Charles de Gaulle) as well as flights to other European destinations.

The City and the surrounding countryside provide a variety of urban, seaside and country attractions. Aberdeen has first class amenities including [His Majesty's Theatre](#), [Music Hall](#), [Art Gallery](#), [the P&J Arena](#), [Museums](#), and [Beach Leisure Centre](#). The City is framed by its accessible beach front which is within a short walk of the city centre and there are an array of activities available across the region such as hill walking; mountaineering; sailing; surfing; salmon, trout and sea fishing; golf; sailing; surfing and windsurfing. The surrounding countryside, known as Aberdeenshire, is also one of Scotland's most appealing regions. Royal Deeside and the Cairngorms National Park are within easy access of the city, and there are a variety of towns and villages scattered along the coastline.

The city and the surrounding area have ranked consistently highly in nationally recognised quality of life surveys, coming out top 10 as one of the best places to live in Scotland in 2020 in the annual Bank of Scotland survey.

To find out more visit www.visitabdn.com

The University values a diverse working environment and recognises the benefits this can bring. The University is keen to receive applications from individuals from across all of the equality protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation).

The University supports opportunities for flexible working for a range of reasons and has policies in place to facilitate this. The policies can be found at <https://www.abdn.ac.uk/staffnet/working-here/flexible-working--5607.php>.

The University's commitment to gender equality has been recognised through the achievement of an Athena SWAN Bronze award at an institutional level and across all its subject areas. The University is also a Stonewall Diversity Champion to further LGBT+ equality.

The University is signed up to Advance HE's Race Equality Charter, affirming the University's commitment to the charter's aim of improving the representation, progression and success of minority ethnic staff and students within higher education.

Candidates who are British Sign Language (BSL) users can contact us directly by using [contact SCOTLAND-BSL](#).

The University is delighted to be accredited as a [Disability Confident](#) employer and strives to ensure that disabled staff and students have the opportunity to work and study in an inclusive, accessible and supportive environment.

www.abdn.ac.uk/staffnet/governance/equality-and-diversity-277

HOW TO APPLY

Online application forms are available at www.abdn.ac.uk/jobs

The closing date for receipt of applications is **31 January 2023**

Should you wish to make an informal enquiry please contact:

Dr Gillian Mackintosh,
Director of Academic Services & Online Education
g.mackintosh@abdn.ac.uk

Please do not send application forms or CVs to Gillian Mackintosh

Please quote reference number REG171A on all correspondence