Job Description

ADMINISTRATIVE ASSISTANT

Position Overview

Department	Business and Partnership Development & Apprenticeships
Location	Hybrid Role– Marble Quay, London & WFH (ideally min. 2 days on campus) *(Flexible working options to be discussed at interview)*
Term	Full-time; 12 month Fixed-Term (Grant Funded)
Salary Range	£23,000 - £28,000 per annum, depending on experience
Benefits	The university supports staff maintaining a good work/life balance, offer flexible working and parental leave opportunities, an Employee Assistance Programme which provides free, confidential advice on both home and work concerns as well as optional pension schemes, private medical insurance, season ticket loans and being part of the cycle to work scheme dependent upon length of service. Pro rata 25 days holiday allowance plus winter break 27th to 31st December (excl. Bank Holidays)
Direct Reports	None
Reports to	Head of Operations and Quality Assurance for Business and Partnership Development & Apprenticeships
Start	Immediate – June/July 2024

The Role

Northeastern University London wishes to appoint an Administrative Assistant to support the institutions commitment to the development and delivery of a range of Work-Related Learning Programmes and Apprenticeships

The role-holder will provide general administration assistance to the Operations Team to ensure the smooth running and co-ordination of all work-related programmes. Focus will be on core activities relating to the learner journey of enrolment, on programme activity and achievement. In addition, working closely with colleagues, the role will support maintenance of the Learner Management System (LMS) used to track learner progress and used for reporting, so prior experience in the use of an LMS is ideal but not essential (full training will be provided).

You will be a dynamic and proactive individual, conscientious, with an eye for detail, willingness to learn, excellent communication and strong team-working skills.

Duties and Responsibilities

- Provide administrative support to the Operations Team for a variety of core activities associated with ESFA regulations and funding rules, recruitment, onboarding, and all core programme requirements.

- Carry out day-to-day administrative procedures, ensuring they are carried out accurately and in a timely fashion, with direction from the Head of Operations and QA, and working with the team to find the most effective and efficient way for continuous improvement.

- Support with the maintenance of the Learner Management System (LMS), attending training to support evolvement.

- Ensure that all queries pertaining to the LMS, from staff, learners (apprentices) and employers are dealt with, or escalated in a timely manner.

- Provide support for the reporting of Work-Related Learning Programmes and Apprenticeships

- Assist in compiling and maintaining electronic records for students in line with NU London requirements.

- Supported by the Head of Operations & QA, the post holder is expected to acquire, and maintain, the knowledge necessary to ensure that all apprenticeship and work-related learning administration complies with the quality assurance processes for NU London, OfS, Ofsted, Ofqual, DfE and ESFA

- Providing professional and timely responses to any queries received via email or telephone, seeking advice and guidance where required, within the agreed response timescale.

- Adhere to the General Data Protection Regulation and the Data Protection Act

- Participate in the College appraisal process and take responsibility for identifying your own professional and career development needs.

- Foster a positive work environment with a good team spirit, including the wider support teams, with student experience at the forefront of all efforts.

- Such other duties, commensurate with the grading of the post, which may be assigned by the Head of Operations and QA for Business and Partnership Development & Apprenticeships or their nominee.

About the University

Based in the heart of London, Northeastern University London has developed a reputation for delivering an excellent university experience and has exceeded all Russell Group universities for overall student satisfaction in the UK's National Student Survey for four consecutive years (2019, 2020, 2021 and 2022).

Small by design, Northeastern University London offers a vibrant community delivering broad and academically rigorous degree programmes, designed to equip graduates with

the combination of skills and knowledge that are increasingly desired by organisations, employers, and society.

Northeastern University London is part of Northeastern University's Global Campus Network. Ranked 44th in the USA, Northeastern has campuses in Arlington, Boston, Charlotte, Miami, Oakland, San Jose, and Seattle in the USA, and Toronto and Vancouver in Canada.

About Business and Partnership Development & Apprenticeships

The Business and Partnership Development & Apprenticeships section of NU London is dedicated to designing and delivering work-related learning throughout the UK and internationally. The majority of the team largely work remotely, using innovative pedagogical approaches and best practice in digital education and collaboration to ensure an excellent learner experience for individuals or groups of learners, wherever they are based. The team currently delivers a growing portfolio of work-related learning in the form of apprenticeships, online degrees, Skills Bootcamps, and other short course offerings, all aligned to digital transformation, data science, artificial intelligence, and project management.

Person Specification Criteria

To undertake this role, the following should apply – should you not have the experience below, please do highlight where transferrable skills would assist with you undertaking the role.

- Honours degree or equivalent professional experience and/or vocational qualification [E]
- Demonstrable administration skills, including proficient use of Microsoft Word, Excel, Email, Teams [E]
- Experience in using Google Workspace [D]
- Experience in using Learner Management System software [D]
- Knowledge of Apprenticeship Programmes [D]
- Strong communication skills (both verbal and written) [E]
- Ability to prioritise workload, exercise good time-management and the ability to work to deadlines, demonstrating excellent organisational skills [E]
- Excellent planning and co-ordination capabilities [E]

Additional Information

Enquiries

Role specific enquiries may be made to Deborah Hursey (deborah.hursey@nulondon.ac.uk). All other enquiries to jobs@nulondon.ac.uk However, all applications must be made in accordance with the application process specified.

Application Process

Applications should be made via **this link** by 23:59 on **Sunday 26th May 2024.** Please reference your application "**AAFT0524**". Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page that addresses the criteria for the role and a full curriculum vitae.

Interviews are expected to commence w/c **03rd June 2024**

Please note this role may require a basic DBS check. Our organisation acknowledges the duty of care to safeguard, protect and promote the welfare of our students and staff, and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and Ofsted requirements. You must adhere to the above if you are offered a role with NU London requiring a DBS check.

Applications are welcome from all sections of the community and will be judged on merit alone. We welcome applications from all underrepresented groups, including the Global Majority. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.

Job sponsorship

Please note that this role is not eligible for visa sponsorship.