Job Title: Administrator, Academic Operations

Location: Head Office, [Regent Business School]

Department: Academic Operations

Reports To: Director of Academic Operations and appointed Team Leads

Job Summary:

The Administrator in Academic Operations will support the processing and administration of assessments submitted via the student portal, examinations conducted online, and webinar lectures hosted through MS Teams. The role requires a high level of attention to detail, excellent organizational skills, and the ability to work effectively in a dynamic academic environment.

Key Responsibilities:

Assessment Processing:

- Ensure timely and accurate processing of assessments submitted by students through the online portal.
- Facilitate the processing of Assessments accordingly with marking, moderation and reporting.
- Maintain accurate records of all submissions, addressing any discrepancies or issues that may arise.
- Communicate with students and faculty as necessary regarding assessment submissions.

Examination Administration:

- Monitor the online exam process, ensuring students can access exams without technical issues.
- Provide support to students and faculty during exam periods for any access or technical problems.
- Facilitate the processing of Examinations accordingly with marking, moderation and reporting.
- Document and report any exam-related issues to the relevant academic departments or faculty.

Webinar and Online Lecture Support:

- Assist in the scheduling, setup, and administration of webinar lectures hosted through MS Teams.
- Ensure smooth technical execution of online lectures, assisting lecturers with troubleshooting technical issues.
- Monitor attendance and engagement during webinars and report accordingly.
- Provide administrative support for online classes, including managing resources and ensuring all materials are available for students.

Administrative Support:

- Perform general administrative duties for the Academic Operations department, including managing calendars, scheduling meetings, and maintaining data.
- Organize and maintain documentation for all academic activities, ensuring compliance with institutional policies and standards.
- Assist in the preparation of reports or data analyses related to academic operations, webinars, assessments, and examinations. (Experience in Excel is **compulsory**)

Communication and Coordination:

- Serve as a liaison between students, academic staff, and other administrative departments.
- Assist in the preparation and distribution of communications regarding assessment deadlines, exam schedules, and webinar sessions.
- Provide support to the academic team by ensuring smooth coordination of online academic events.

Skills and Qualifications:

Education:

- A-minimum of a degree in Information Technology, business administration, or related field is preferred.

Experience:

- Experience in Excel and the rest of the MS Office suite is required.
- Previous experience in academic administration, office management, or a related field is an asset.
- Experience with online platforms such as MS Teams, student portals, or learning management systems (LMS) is advantageous.

Skills:

- Strong organizational and time-management skills.
- Excellent communication skills, both written and verbal.
- Proficient in MS Office Suite (Word, Excel, PowerPoint, Outlook} and MS Teams.
- Proficiency in Power BI and other Data analysis tools in advantageous.
- Ability to manage multiple tasks simultaneously and work in a fast-paced environment.
- Attention to detail and accuracy in administrative tasks.

Attributes:

- Strong problem-solving skills and ability to troubleshoot technical issues.
- Adaptability to new software, tools, and systems.
- Strong interpersonal skills with the ability to interact with diverse groups of students, faculty, and staff.
- Professionalism and discretion when handling sensitive student and academic information.

Working Conditions:

- This is a full-time position, with working hours aligned with campus operations.
- Occasional evening and/or weekend work will be **required**, especially during assessment and exam periods as well as scheduled Webinar times.