



Job Description

Job Title:	Administrative Assistant
Department:	Admissions and Student Recruitment
Reports to:	Michelle Young, Academic Registrar

1.	Background to the Role:
	<p>The Al-Maktoum College of Higher Education opened in 2001. Since then, students from more than 30 different nationalities have successfully graduated from the College's contemporary and customised programmes- some of the most innovative courses available in Scotland- recognised by the Scottish Qualifications Authority (SQA).</p> <p>As an independent institution, Al-Maktoum College holds partnerships with well-regarded universities from around the UK including Dundee University, Abertay University and Trinity College, Dublin. Small in size but great in our ambition to grow, the College embraces differences, diversity and multiculturalism in all aspects of its work. In this all-inclusive approach to education, the College is a somewhat unique establishment in Scotland and the UK today."</p> <p>The growth of the College and the development of these programmes requires the recruitment of an additional Student Administrative Assistant (part time).</p>
2.	Purpose of the Role:
	<p>The role of Student Administration Assistant is to provide support in all aspects of the student journey from initial enquiry to graduation and facilitate high-quality service with all student related matters. They will work within the Admissions Office, assisting with its day to day operations but as a member of the general administration team they will occasionally have to provide administrative support for the College Office.</p> <p>This role is a part time, fixed term contract for 12 months.</p>
3.	Key Accountabilities:
	<ul style="list-style-type: none">• Carrying out student administration duties including: responding to student queries, processing applications to study, preparation of welcome packs for new students, collecting student assignments etc.• Continuing to strengthen the relationship between students and the Student Administration Office, by acting as a visible point of contact and actively encouraging students in their day to-day activities• Maintaining the College's academic filing and record system efficiently and effectively, to conform to the quality assurance requirements of the SQA, the QAA along with the guidelines recommended by the UK Visas and Immigration.

	<ul style="list-style-type: none"> • Mailing of materials to prospective students, dealing with national and international students' recruitment and administration, and distribution of relevant literature to existing students. • Supporting the initial induction of students admitted to the College and then advising and helping support them in conjunction with academic and administrative colleagues. • Maintaining regular contact with prospective and current students, giving information and advice on academic and procedural matters. • Working with students to help them get the most out of their student experience • Acting as a point of contact for anything relating to teaching support • Any other tasks as may be assigned or delegated by the Academic Registrar 		
4.	Additional Responsibilities		
	<ul style="list-style-type: none"> • Providing administrative support for the College Office in a range of areas, including photocopying, filing, collation and production of printed materials, maintaining of College records, and any other duties delegated by your Line Manager. • To work as part of the College administration team, covering core duties such as library issue and general administration as required. • Assisting with the organisation of conferences and other academic meetings as appropriate. 		
5.	Supervision of Staff (directly/indirectly)		
	Number	Job Title	
6.	Staff Management responsibility:		
	None		
Line Manager (Print Name)		Michelle Young	
Signature		Date	
Head of College (Print Name)		Dr A G Abubaker	
Signature		Date	

Person Specification

	Essential	Desirable
Qualifications / Training	<ul style="list-style-type: none"> ▪ A good standard of education to HNC/HND level or 1-year experience in similar role 	<ul style="list-style-type: none"> ▪ Relevant professional qualification
Knowledge and Experience	<ul style="list-style-type: none"> ▪ Minimum of 12 months previous administration assistant experience ▪ Good IT skills 	<ul style="list-style-type: none"> ▪ Previous administration assistant experience in the Higher Education Sector ▪ Knowledge of Turnitin and VLE systems
Skills/abilities/competencies	<ul style="list-style-type: none"> ▪ Excellent communication skills both verbally and written ▪ Good IT skills including email, Word and Excel ▪ Ability to maintain confidentiality ▪ A proven ability to work independently, using own initiative, and to prioritise differing demands ▪ Strong time management skills ▪ Ability to have close attention to detail, to work under pressure and to tight deadlines ▪ Ability to work under pressure ▪ Good time management skills — to develop an effective work plan, set priorities, and meet deadlines ▪ Be a team player and can integrate well into a team environment, contributing to the team effort as required ▪ Good level of interpersonal skills with the ability to liaise with staff at all levels, and with both internal and external contacts 	
Personal Attributes	<ul style="list-style-type: none"> ▪ Flexible approach to work ▪ Sensitivity for dealing with people of other cultures and religions ▪ Enthusiasm and commitment for the vision, mission, aims and objectives of the College 	

Job holder's name: _____

Job holder's signature: _____ Date: _____