

Job description and person specification

Job Title:	Curriculum Information Officer (CIO) – Timetabling and Attendance
Department:	Administration team
Reports to:	Deputy Centre Head
Location:	ONCAMPUS London

The Company

ONCAMPUS provides high quality pathway programmes to prepare international students for undergraduate and postgraduate study at the world's leading universities. Our pathways offer guaranteed progression to over 500 degrees at our partner universities, and since 2008, **ONCAMPUS** has helped more than 4,000 students progress to the best universities in the UK, USA and Europe.

ONCAMPUS is part of Cambridge Education Group, which has been delivering the highest quality academic, creative and English language programmes since 1952, and has prepared thousands of students to progress onto the world's leading universities.

The Group operates under four different brands: **ONCAMPUS**; CATS College – high schools in Cambridge, Canterbury and London, and Boston, USA; Cambridge School of Visual & Performing Arts (CSVPA) – Art & Design, Drama and Music courses in Cambridge and Stafford House – year-round English Language schools in Brighton, Canterbury, London and USA, and Study Holiday centres across the UK and the USA for juniors.

Whatever students aspire to, whichever college, school or centre they choose, Cambridge Education Group promises excellent teaching, premium facilities and the personal service our students demand.

Cambridge Education Group aims to be the undisputed customer service leader in the international education sector and to be recognised as such by its agents, partners and their clients, by the universities it works with and by its competitors. The objective is simple: to deliver exceptionally high standards of service in every single customer interaction and to ensure that our 'CARE' principles are clearly understood and are effectively applied across the whole organisation in all teams and at all levels of responsibility.

CEG is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The Company also expects all staff and volunteers to share the Company's commitment to Equal Opportunities within the workplace.

Job overview

The Curriculum Information Officer is responsible for the administration of timetabling, assessment and reporting and monitoring student attendance. Working with the Deputy Centre Head and admin team, tutors and students, this is a key role requiring strong administrative skills and keen attention to detail, as well as the ability to manage time and multiple projects. Other key relationships will be with members of the central team, including the Academic Quality Team and Information Systems Officer. Experience gained within an educational environment is essential and knowledge of databases and timetabling software an advantage. The post holder will be expected to undertake duties efficiently in accordance with **ONCAMPUS** policies and procedures.

The following section outlines a more detailed, but not exhaustive, description of the duties pertinent to this post.

Key responsibilities

Curriculum Management

- You will be required to support the Deputy Centre Head with all aspects of Curriculum Management, including timetabling, tutor recruitment and resource allocation, and:
 - Assist with the construction of the main timetable at the beginning of each academic intake;
 - Work closely with the Student Recruitment and Support Officer to ensure that data on new student registrations and study requirements are factored into the timetable structure, and request regular updates to prospective student arrival statistics;
 - Assist with new student induction and enrolment to ensure student pathways and progression requirements are met in accordance with university guidelines;
 - Lead communication with teaching staff relating to hours, timetable changes and related matters, in consultation with the Deputy Centre Head.
- You will be required to assist the Deputy Centre Head in monitoring the following Key Performance Indicators (KPIs) to ensure efficiency: Teaching hours of full and part time staff; Hours taught per student/student cohort; Room capacities; Average class sizes.
- You will be responsible for the administration and ongoing maintenance of the timetable on the UNIT-e database including implementing changes to the timetable throughout the year and notifying the Centre Head of staff changes and any budgetary implications in good time, such as changes to rooms, subjects and lesson cover.
- You will be responsible for ensuring staff and students are linked correctly to reports as required.

Attendance Management

- You will be required to contribute to the management of attendance, to ensure that student attendance is maintained at a high level and in compliance with inspection, sponsorship, funding and centre regulations:
 - Running weekly reports on student attendance and absences;
 - Highlighting attendance issues from weekly reports and communicating these to other centre staff to follow up, according to ONCAMPUS Attendance Policy and procedures;
 - Carry out attendance-related admin duties, such as maintaining notes on the system, communicating outcomes of meetings to students and ensuring stakeholders are kept informed.

Testing and assessment

- You may be required to assist the CIO for Exams and Assessment during certain periods in the academic year to ensure the effective coordination and management of results from placement tests that students take on arrival and at regular intervals during their studies; including for their final progression to university, complying with the centre's academic quality systems.

Customer Service

- To provide a focused and high level of customer service:
 - Supporting the on-going communication of relevant ONCAMPUS London activities (as required locally);
 - Working collaboratively and supportively across all business units to achieve the Customer First objectives;

Other duties

- You will be responsible for other duties to support the efficient operations of the admin team. These will be agreed with your Line Manager and may include:
 - Preparing accurate statistics and communicating these to your Line Manager to assist in highlighting students at risk;
 - Coordinating stationery orders, in consultation with Line Manager;
 - Providing monthly reports and work with Centre Head and CEG Finance for the processing of tutor payroll;
 - Coordinating orders of resources, in consultation with Line Manager;
 - Carrying out reception duties according to local agreement;
 - Responding to ad-hoc requests for room bookings, catering, etc.

In particular, you will:

- Treat students with dignity, building relationships rooted in mutual respect;
- Have regard for the need to safeguard students' well-being;
- Show tolerance of and respect for the rights of others;
- Maintain high standards of attendance and punctuality;
- Help to create and maintain a safe working environment for everyone;
- Develop and maintain a full understanding of current child protection procedures.

Person Specification

Customer Focus

- Understands and communicates the centre's programmes and ethos.
- Demonstrates an exemplary attitude to customer care.
- Demonstrates a clear empathy with international clients and understands their needs, regardless of background.

Motivation

- Is proactive with the ability to react positively to unexpected circumstances.
- Takes responsibility for work issues and problems of an operational, strategic, welfare or pastoral nature within their remit.
- Initiates and implements improvements to work processes and practices within his/her remit.
- Understands centre goals and direction and sees fit with own.

Drive

- Is energetic and enthusiastic.
- Committed to the role, the team and the centre.
- Confronts and overcomes obstacles to progress within team.

Intellect

- Demonstrates good critical thinking skills to understand client issues.
- Can suggest and where appropriate implement solutions appropriate to client situation.
- Gathers facts and analyses situations in accurate and organised fashion.

Teamwork

- Maintains the confidence and mutual respect of colleagues at all levels
- Understands and works towards team/centre objectives.
- Creates open and supportive team climate.

Judgement

- Can think and act rationally and maturely.
- Can weigh up information, issues and evidence and draw balanced conclusions.
- Is able to learn from experience.
- Knows when to ask for support and advice from colleagues.

Credibility and Communication

- Projects appropriate professional image.

- Speaks clearly and persuasively when interacting with internal and external personnel.
- Keeps line manager informed of progress or difficulties.
- Displays excellent listening and questioning skills.

Resilience

- Can balance the normal demands of a range of work and responsibilities without undue disruption to other team members or key stakeholders.

- Remains balanced and rational in dealing with others at all times.

Organisation

- Has ability to plan workload but remain flexible,
- Meets deadlines and displays strong administrative and organisational skills.
- Demonstrates a capability to balance competing demands.

Customer First – It is ESSENTIAL all candidates meet the CEG Customer First CARE Principles:-

Commit

- Goes the extra mile
- Follows-up & follows through

Act

- Takes ownership
- Looks for a solution

Respond

- Addresses issues positively
- Communicates proactively

Empathise

- Is an active listener
- Is respectful and values our customers

Experience

Suitable applicants will have a background in administration, preferably in an international education environment and/or in HE. They should also have a proven track record of working to high standards of accuracy under pressure and have experience of working as part of a larger team.

Skills

- Strong IT skills. Excellent working knowledge of MS Office applications, especially Excel;
- Excellent communication skills, both written and verbal, for a wide range of audiences;
- Ability to interpret and implement policy;
- Ability to analyse and report on data;
- Ability to manage workload and prioritise tasks effectively to achieve targets;

Behaviours

- Professional and friendly;
- Supportive, with a clear empathy with international students, regardless of background;

CEG is committed to safeguarding and promoting the welfare of children and young people and expect everyone connected with the Centres to share this commitment.