**Job Title:**  Academic Administrator

**Location:** Home and Office Based – Any Location

**Contract:** Full time, permanent

**Department:** Law School

**Reporting to:**  Head of Operations

**Key Relationships:** Programmes team, Programme Advice, Programme Operations team Delivery Teams, Examinations and Assessment Team, Award Leaders, Faculty, Central Operations Teams.

**Job Purpose:**

You will be supporting the smooth running of operational queries relating to a variety of matters which could include assessments, programme operations and dealing with queries from both internal and external customers. You may also be assisting with the formatting of examination papers, production of assessment marking materials, collating samples for external examiners and professional bodies, and queries referred in from our Customer Service team

**Knowledge, experience and qualifications required**

* Excellent attention to detail and a high degree of accuracy
* Strong administration, process and organisational skills
* Experience of working to KPI/SLA’s
* Excellent communication skills
* A good team worker and the ability to work alone without supervision
* Excellent knowledge and skills in using the Microsoft Office suite in particular excel
* Ability to work under pressure and adhere to deadlines
* Ability to prioritise and multi-task when necessary
* Flexible approach to working in a collaborative environment
* The ability to deal positively with change, with a flexible and responsive approach