

Junior Academic Administrator

Overview

The National Centre for Integrative Medicine (NCIM) is a not-for-profit social enterprise with an ambitious remit to support the transformation of healthcare to a broad model including conventional, lifestyle and holistic approaches.

We deliver education and clinical services, directed towards our health and wellbeing agenda.

NCIM is an accredited teaching centre and offers training for healthcare professionals to develop their practice and support their patients. Our training is research and practice led, with global experts delivering online learning education.

Job Purpose

This is a new role created to support the administration of our growing Academic Programme. You will work alongside the Senior Academic Administrator to manage the enquiries and bookings across our academic programmes, which includes the Diploma in Integrative Healthcare.

Responsibilities will include managing student enquiries, bookings for open evenings, coordinating bookings for stand-alone teaching days, supporting event planning and management, managing payments and invoicing for events, and supporting the Senior Academic Administrator with the maintenance of good student records.

Together with the Senior Academic Administrator, s/he is an integral part of the academic team and will support the growth of NCIM's training programmes, which are aimed at a wide range of healthcare professionals, as well as students, researchers, and some interested members of the public.

This post reports to the Business Development and Operations Manager, works closely with the Chief Executive and the academic team, and alongside other members of the core team (Clinical Services Administrator, Finance Manager).

Key Responsibilities

1. To manage enquiries for all our academic programmes
2. To manage bookings for our range of teaching days and IM Bitesize courses
3. To manage payments and invoicing for students and events, and help with reconciliation work on XERO
4. To help manage the membership list for the NCIM Integrative Health Scientific Network

5. To help ensure the Education section of the website is kept up to date
6. To connect with marketing contacts to network our events
7. To support the Senior Academic Administrator with maintaining detailed Student Records
8. To be responsible for the sale of educational materials including books as and when appropriate
9. To support the running of teaching days as and when needed
10. To manage the membership list for the NCIM Integrative Health Scientific Network
11. To provide additional administrative support to the NCIM core office as required

Whilst the purpose of this role should remain constant, the duties and responsibilities may vary according to the needs of the organisation. The job holder should therefore retain a flexible approach to the duties and responsibilities and be prepared to undertake such tasks as may be required.

Person Specification

| Key Area | Essential | Desirable |
|----------------------|---|--|
| Education & Training | <ul style="list-style-type: none"> - Experience in a role with similar levels of responsibility - Minimum 2 years' experience of working in a similar administrative role | <ul style="list-style-type: none"> - Evidence of continuing professional development, e.g. administration software training - Educated to degree level or equivalent |
| Skills & Experience | <ul style="list-style-type: none"> - Customer services - High standard of verbal and written communication - Organisational skills - Event management skills - Communications & marketing skills - Experience & aptitude for administrative support - Excellent computer literacy and typing ability - Database / spreadsheet management - Basic DBS check | <ul style="list-style-type: none"> - Experience of working in an education and/or clinical setting - Use of online marketing tools, e.g. Mailchimp, Sender, Canva - Developing creative promotional materials |
| Knowledge | <ul style="list-style-type: none"> - Understanding of office / administrative procedures | <ul style="list-style-type: none"> - Awareness and understanding of social enterprise |

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|---------------------|---|---|
| | | <ul style="list-style-type: none">- Understanding of small business operations |
| Personal Attributes | <ul style="list-style-type: none">- Able to build and maintain relationships at all levels- Accountable, able to use initiative and take responsibility- Able to maintain confidentiality- Willing to work as part of a team- Able to remain calm under pressure and to prioritise workload- Methodical and logical approach to performing tasks- Honest and reliable | <ul style="list-style-type: none">- Awareness of / interest in Integrative Medicine |