

## Senior 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

As part of the NCIM Core Team, the Senior Academic Administrator leads on all enquiries in regard to our NCIM academic programmes, which includes our Diploma in Integrative Healthcare. With support from the Academic Director and Education Leads, the post holder provides administrative, co-ordination, event management and clerical support to ensure the effective and efficient delivery of all aspects of our academic programmes, which now have an international reach.

S/he is an integral part of the academic team and will liaise with a wide range of healthcare professionals across our academic programmes. The main responsibilities include managing student year groups from enrolment through to graduation, co-ordinating communication with all students, working closely with the Education Leads to create tutorial and teaching timetables, contributing to development of policies and procedures providing support to teaching staff, co-ordinate communication with students, and ensure that promotional materials for our education programmes are developed and shared with the right audiences.

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 lead on the administration of all our academic programmes (e.g. communications, enrolment, invoicing, event management and tutor liaison)
2. To provide administrative support to a range of NCIM academic meetings
3. To assist in the planning, development and evaluation of all academic courses

4. To assist in the development and maintenance of the online Learning Management System
5. To support the academic team with accreditation processes
6. To maintain detailed Student Records
7. To support the marketing and promotion of all aspects of our academic programmes, which includes promotional material, social media, open evenings, brochures, connecting to marketing contacts
8. To curate and manage contact lists to communicate with organisations and individuals about the training programmes
9. To ensure a high level of communication with partnership organisations, pulling together reports/feedback as and when necessary
6. To help in the planning and coordination of any exams that will be undertaken by healthcare professionals, ensuring they run smoothly, and invigilate them as required
7. To attend and coordinate all teaching days (when in person training restarts, this may also involve the transportation of course materials, display material, teaching aids and textbooks)
8. To support financial management of the academic programmes:
  - a. ensure all fees for the courses are correctly invoiced and paid for
  - b. ensure bursaries are invoiced and recorded
  - c. manage online and card payments
  - d. work with the Finance Manager to reconcile payments on XERO
  - e. purchase and invoice for materials as required
  - f. manage petty cash transactions
  - g. keep detailed records of bookings / payments and keep the Finance Manager up to date on income / expenses
9. To manage the membership list for the NCIM Integrative Health Scientific Network
10. Making sure the Education section of the website is kept up to date
11. To be responsible for the sale of educational materials including books as and when appropriate
12. 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**

<b>Key Area</b>	<b>Essential</b>	<b>Desirable</b>
Education & Training	<ul style="list-style-type: none"> <li>- Minimum undergraduate degree level</li> </ul>	<ul style="list-style-type: none"> <li>- Evidence of continuing professional development, e.g. administration software training</li> </ul>
Skills & Experience	<ul style="list-style-type: none"> <li>- Customer services</li> <li>- High standard of verbal and written communication</li> <li>- Organisational skills</li> <li>- Event management skills</li> <li>- Communications &amp; marketing skills</li> <li>- Experience &amp; aptitude for administrative support</li> <li>- Excellent computer literacy and typing ability</li> <li>- Database / spreadsheet management</li> <li>- Managing budgets</li> <li>- Basic DBS check</li> </ul>	<ul style="list-style-type: none"> <li>- Experience of working in an education and/or clinical setting</li> <li>- Use of online marketing tools, e.g. Mailchimp, Sender, Canva</li> <li>- Developing creative promotional materials</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>- Understanding of office / administrative procedures</li> </ul>	<ul style="list-style-type: none"> <li>- Awareness and understanding of social enterprise</li> <li>- Understanding of small business operations</li> </ul>
Personal Attributes	<ul style="list-style-type: none"> <li>- Able to build and maintain relationships at all levels</li> <li>- Accountable, able to use initiative and take responsibility</li> <li>- Able to maintain confidentiality</li> <li>- Willing to work as part of a team</li> <li>- Able to remain calm under pressure and to prioritise workload</li> <li>- Methodical and logical approach to performing tasks</li> <li>- Honest and reliable</li> </ul>	<ul style="list-style-type: none"> <li>- Awareness of / interest in Integrative Medicine</li> </ul>