

## Academic Student & Support Officer

**Position Title:** Academic Student & Support Officer  
**Position Status:** Permanent following successful probation  
**Probation Period:** 6 (six) months  
**Annual Leave:** 28 days  
**Reports To:** Director of Academic & Student Services  
**Location:** Leipzig, Germany  
**Application deadline:** 26<sup>th</sup> July 2024

### General Information About Lancaster University Leipzig

Lancaster University Leipzig offers a range of Lancaster University (LU) degree programmes and is committed to providing the same academic quality and fully rounded student experience as in the UK. In January 2020, the campus opened with an LU accredited foundation programme delivered by Navitas Germany GmbH – part of Navitas Group - an Australian public listed company. As a modern and dynamic educational institution committed to providing quality educational programmes and excellent student support in an environment that encourages students to achieve the best possible results in their studies. Lancaster University Leipzig offers a broad portfolio of undergraduate, post-graduate and pathway programmes in Business and Computer Science.

### Your role:

The Academic Student & Support Officer is integral to enhancing the student experience within Lancaster University Leipzig. This role involves providing comprehensive support to students, including guidance on academic and administrative matters, managing city registration and immigration queries, and delivering high quality administrative services. The role involves supporting all policies and regulations, ensuring accuracy and completeness at all times. The ideal candidate will possess excellent customer service skills, and be proactive and dedicated to fostering a supportive and efficient academic environment.

### What you'll do:

We invite applications from appropriately qualified and experienced individuals interested in being an active member of a cross functional team.

### Student Support

- Plan and implement an on-going programme of student-centered events and activities (social); work with the Campus Social Committee on the development of a robust student life strategy.
- Ensure appropriate assistance, guidance and referral is provided to students requiring support related to their health, health insurance, social adjustment, foreigner's office registration and general welfare issues.

- Provide guidance to students in need, regarding both physical and mental health, and writing Individual Learning Support Plans (ILSP).
- Engage students to take part in our employability award, and support its development
- Create a bi-weekly newsletter to inform students about upcoming events, academic processes, exam dates, and share spotlight, etc.
- Reception tasks and triaging of support needs; taking on of basic student language support for their settlement.

### **Student Records**

- Maintain the student records systems, Navigate & LUSI, to ensure that the information held is accurate and complete at all times.
- Undertake regular audits of the student records systems, addressing any data gaps by obtaining the relevant data from appropriate sources.
- Provide the university partner with reports on changes to student circumstances, course withdrawals or deferrals, student engagement and visa refusals.
- Update student records as a result of reports received from the University Board of Examiners.

### **Timetabling**

- Arrange and collate the teaching timetable for the Campus, taking into consideration academic staff availability and other significant factors.
- Assist with the programming of Eventmap and building of the annual time and room planner.
- Publish the timetable in advance of the start of the semester and respond to timetabling requests from students and staff throughout the academic year.

### **Attendance Monitoring**

- Manage the attendance monitoring process for the Campus via Eventmap.
- Present attendance tracking data to the Director of Academic & Student Services on a monthly basis.

### **Assessment Operations**

- Coordinate examinations and coursework assessments (online and face-to-face), as well as invigilation.
- Support the provision of front-line services to students and academic teaching staff providing on-going support with regards to key information concerning the academic environment and associated technologies.
- Manage the front-line student academic enquiries which will include; timetable and examination information, assessment regulations and results release.
- Assist in the production of necessary documentation for and the conduct of annual assessment boards.

### **Cross-Departmental Tasks**

- Support, when needed, with cross-departmental events, such as company rentals, conferences, recruitment events.
- Support, when needed, with the production of admissions related documents and following admissions processes.
- Support, when needed, with the creation of marketing material, especially student

testimonials, success stories and examples of best practice.

#### **Other**

- Maintain confidentiality at all times regarding Campus information and student files.
- To provide support for major academic events such as orientation, registration and graduation and to assist with the planning and co-ordination of ad-hoc projects.
- Attend staff meetings and training as required.
- To continue to develop skills and knowledge in work practices, policies and procedures.

This job description reflects the present requirements of the post, and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post holder.

The post holder will carry out any other duties as are within the scope, spirit and purpose of the job as requested by the Director of Academic & Student Services, the Director Marketing and Recruitment, the Head of Academic Operations, the Academic Dean and the Campus Director.

#### **Your Profile:**

Interested applicants will demonstrate the following essential and desirable attributes:

##### *Essential*

- Tertiary-level education or related sector qualifications/training.
- Initial experience in an education, visa, immigration, or customer service-focused environment.
- Good understanding of higher education processes.
- Strong verbal and written communication skills in both English and German.
- Excellent knowledge and understanding of front-line customer relationship management.
- Proven ability to work effectively as a team player.
- Proven ability to organise own workload and manage a variety of task demands.
- Flexible attitude towards work, including a willingness to work weekends and evenings to support student and administrative activities.
- Computer literacy skills, including demonstrated competence with Microsoft Office suite (PowerPoint, Excel, Word, and Outlook).
- Proficiency in Microsoft Excel, particularly in data filtering, pivot tables, and mail merging functions.
- Strong attention to detail, particularly with regard to understanding policies and procedures.
- Possess a proactive and positive “can do” mentality.

##### *Desirable*

- Degree level education.
- Experience working in an international education setting.
- Front-line customer relationship management experience with a multicultural clientele.
- Familiarity and understanding of the German visa process.
- Experience working with CRM systems.

Navitas is a safeguarding employer and the successful applicant may be required to undergo a German criminal record check (Erweitertes Führungszeugnis).

#### **Application Process:**

Please send your cover letter, curriculum vitae, and two contacts (including positions) for recommendation letters in one PDF file, indicating your name to [recruitment@lancasterleipzig.de](mailto:recruitment@lancasterleipzig.de) . If your application is seen as a suitable fit, the following process will be observed:

**Interviewers:** Campus Director and Director of Academic & Student Services

**Format:** Face-to-face interview on campus

**Purpose:** This interview will focus on assessing whether your skills and experience align with the requirements outlined in the job role description. It provides an opportunity to meet your line manager and discuss the specifics of the role and the support available to you. The aim is to ensure that you possess the necessary competencies and qualities to excel in this position.