

# Academic Office Manager

**Lancaster University Leipzig**

**Closing Date:** Sunday 03 January 2021

**Interview Date:** Tuesday 19 January 2021

**Reference:** N2464

Lancaster University invites applications for an Academic Office Manager to be based in the University's new campus in Leipzig (Germany). The Leipzig campus has been established to provide the same academic quality and fully rounded student experience as in the UK, with teaching, research, and engagement all key elements of the campus. While based in Leipzig and reporting to the Academic Dean of Lancaster University in Leipzig, the new colleague will have a close association with the main campus in the UK, with opportunities to spend time in Lancaster and interact with colleagues there.

The post holder will support the Academic Dean of Lancaster University in Leipzig to coordinate and deliver a wide range of operations and academic services. Working in close consultation with the appropriate colleagues in Leipzig and in the UK, they will develop and implement the campus's policies and practices with respect to the effective delivery of academic support services as well as maintaining effective operations. In addition, the post holder will be responsible for developing and maintaining a broad range of effective working relationships, within colleagues at Lancaster University's main campus, partner organisations and external stakeholders. Further, the post holder will be responsible for liaising with Lancaster University in the UK on behalf of the Leipzig campus for issues involving HR, finance, and other activities. Therefore, it is fundamental that applicants have an understanding of these activities in the German context. The post holder will also support the Academic Dean on other duties necessary to the effective operation of the campus.

**ABOUT LANCASTER UNIVERSITY LEIPZIG:** This role is based on our campus in Leipzig, Germany. The Leipzig campus offers Lancaster University degree programmes, with the University retaining responsibility over academic matters, including Lancaster staff teaching the degree programmes. Lancaster University's operation in Leipzig has been approved by the Saxon State Ministry for Higher Education, Research and the Arts. The campus is located in the heart of the City of Leipzig and welcomes students from around the globe.

**JOB PURPOSE:** Based at Lancaster University Leipzig, the post holder will support the Academic Dean, LU Leipzig to coordinate and deliver a wider range of operations and academic services. Working in close consultation with the appropriate colleagues at LU Leipzig and Lancaster University, they will develop and implement the Campus' policies and practices with respect to the effective delivery of academic support services as well as maintaining effective operations of Lancaster Leipzig GmbH. In addition, the post holder will be responsible for developing and maintaining a broad range of effective working relationships, within colleagues at Lancaster University's main campus, partner organizations and external stakeholders. The post holder will also support the Academic Dean on other duties necessary to the effective operation of the campus.

**MAJOR DUTIES:**

- Provide administrative and project management support to enable the Academic Dean in their responsibility for the effective delivery of degree programmes at Lancaster University Leipzig. This will include working independently under the direction and authority of the Academic Dean.
- Liaising with a wide range of academic and professional services at the Campus including delivery of service on site and coordination of services between units in Lancaster and Leipzig, as well as external stakeholders (e.g. various government authorities).
- Work with the Academic Dean to ensure compliance with regulatory requirements for the GmbH.
- Proactively working with colleagues from LU's Human Resources, Finance and other divisions to ensure necessary monitoring and compliance standards are met through provision of relevant information in support of the regulatory requirements for LU and its staff to operate in Germany.
- Providing information, advice and support to Lancaster employees working with or at LU Leipzig regarding payroll, housing, immigration, or other similar issues in Germany to enable effective operations and support staff welfare and retention.
- Acting as a primary point of contact for academic and professional services as well as any other LU Lancaster staff.

- Providing information and guidance about policies, procedures and regulations to both LU Leipzig staff and students.
- Proactively engage and liaise with colleagues across the University to ensure effective communications are maintained and that academic, governance and reporting requirements are met by LU Leipzig within the necessary timeframe.
- To maintain an understanding and oversight of administrative and teaching systems such that staff and students have necessary access, understanding and permissions, especially Moodle and SharePoint, and that any IT issues are dealt with in a timely fashion, in collaboration with ISS, as required.
- Ensure that required staff, student, course, programme and other information is properly captured and maintained in a manner compliant with appropriate procedures and using appropriate university systems.
- Provide information, advice and guidance relating to LU quality assurance processes and relevant academic regulations to ensure these are understood and applied appropriately by students and staff.
- Monitor, log, and respond to general postal and digital correspondence to maintain engagement of staff and students.
- Proofreading or occasional drafting of limited courtesy translations of either German or English documents into the other language.
- Providing administrative support in collecting various reports, organizing meetings, processing procurement documents or expense claims, etc.
- Any other relevant duties commensurate with the post as determined by the Academic Dean, LU Leipzig.

**Please note this role a full time, indefinite post based in Leipzig, Germany. The contracting employer for this role is Lancaster Leipzig GmbH.**

**PERSON SPECIFICATION:**

<b>Criteria</b>	<b>Essential/ Desirable</b>	<b>Application Form/Supporting Statements/Interview*</b>
Appropriate combination of professional qualifications, experience, and education	Essential	Application Form
Effective personal, written and oral communication skills, including the ability to present information in an accurate and appropriate format.	Essential	Application Form/Supporting Statements/Interview
Experience of coordinating a wide range of administrative and/or customer support services, for both internal and external stakeholders.	Essential	Application Form/Supporting Statements/Interview
Demonstrable ability to work with culturally diverse, multinational teams.	Essential	Application Form/Supporting Statements/Interview
High level of digital skills including the ability to process, interpret and present quantitative information using Microsoft Office, management information systems, and other software.	Essential	Supporting Statements/Interview
Demonstrable ability to manage competing demands and conflicting deadlines.	Essential	Supporting Statements/Interview
Experience in supporting committees, e.g., preparing	Desirable	Supporting Statements/Interview

agendas, drafting reports, writing minutes, and following-up on outstanding actions.		
Experience with legal requirements, human resources, finance, budget, tax, and other essential general business matters of relevance to the operation of a firm in Germany.	Essential	Supporting Statements/Interview
Knowledge of the German immigration framework for staff.	Desirable	Supporting Statements/Interview
Fluency in spoken and written German and English.	Essential	Supporting Statements/Interview/Test

\* **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to make a specific supporting statement. Normally used to evaluate factual evidence eg award of a PhD. Will be “scored” as part of the shortlisting process.

**Supporting Statements** - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.

**Interview** – assessed during the interview process by either competency based interview questions, tests, presentation etc.

**APPLICATION PROCEDURE:** Please submit your application online at: <https://hr-jobs.lancs.ac.uk/> by 6:00 p.m. (CET) on 3 January 2021. The application must contain a detailed cover letter summarising your motivations for applying for the role, a separate statement indicating how you meet the job requirements as set out in the person specification and job description, and a full CV. The successful applicant must also provide suitable references prior to commencing the role. For an informal discussion, please contact Dr Mark Brewer, Academic Dean, Lancaster University in Leipzig, [m.brewer@lancaster.ac.uk](mailto:m.brewer@lancaster.ac.uk).

We particularly welcome applications from people in all diversity groups, and persons with disabilities are strongly encouraged to apply.

More information about the campus can be found at [lancasterleipzig.de](http://lancasterleipzig.de).