

International School with strong credentials in the academic world is looking for a **French speaking Senior Manager** for their Programme Administration department. This department is responsible for a wide-ranging set of administrative responsibilities and services linked to full-time degree programmes. The Senior Manager will lead an established team and will report to the UK Director of Quality and Academic Services. Intercultural awareness will be very important asset for the role.

**ROLE:**

- Developing and implementing strategies with the Director of Quality and Academic Services (DQAS)
- Supporting closely the Academic Directors
- Organising and managing the Programme Administration (PA) team to provide front line support for each individual degree programme.
- Supervising the PA team in all programme administration duties
- Ensuring optimal allocation of Programme Administration responsibilities, maximising performance standards across the Department.
- Together with the HR department and the DQAS, agreeing personal development plans with PA staff are developed, monitored and executed.
- Providing support/guidance to team members on technical matters ensuring best practice and optimal service quality.
- Report regularly to the DQAS on programme administration standards, targets and metrics.
- Liaise with Quality Manager to ensure all quality standards are implemented on each academic degree programme.
- Provide statistical analysis and reporting to Academic Directors and The DQAS as appropriate (e.g. for course reports).
- Work collaboratively with The Languages Centre Manager to ensure all administration and operations for languages on degree programmes work effectively and in support of student experience.

**PROFILE:**

- Fluent French and English – both verbally and in writing, clearly, accurately and effectively in English and French
- University degree, Master's desirable
- Excellent knowledge of the Higher Education landscape in the UK
- Experience in managing a team
- Experience in liaising with academics and in interacting with students
- Proven knowledge of Higher Education quality standards and quality review processes
- Excellent organisational skills
- Ability to work under pressure to meet deadlines
- Ability to be proactive and work under own initiative
- Problem solving and decision making
- Ability to analyse and collate information
- Excellent IT skills (including the Microsoft Office suite)
- Ability to maintain administrative systems and procedures



#### **SALARY & BENEFITS**

- Between £38 000 to £43 000 per annum according to experience
- Excellent benefits including pension, holidays, insurance etc.