Academic Administration Officer Job Description Person Specification

The Institute *for* Optimum Nutrition

Job Description

Job title: Academic Administration Officer	**Salary:** £29,000
Responsible to: Senior Academic Administrator	**Hours:** Permanent, full-time, 37.5 hours per week
Department: Corporate Services	**Location:** Hybrid (3 days in-person) Evergreen Studios, Little Green, Richmond, London, TW9 1NZ
Last updated: November 2026	

Overall purpose of the role

The postholder reports to the Senior Academic Administrator and liaises on general duties with the Head of Corporate Services. The postholder will support the day-to-day running of academic operations, student records, enrolment and admissions processes. You will use your own initiative to work through enquiries and identify and resolve problems. As part of the corporate services team, you will work closely with colleagues, the CEO, Head of Corporate Services and Head of Finance. In your role you will ensure processes and procedures are executed efficiently, to the highest possible standard for customers, students, finance, and academic staff.

As part of the Corporate Services team, you will work closely with academic and support staff across departments, developing strong organisational and communication skills. This role is ideal for

someone who is enthusiastic about education, enjoys administrative work, and wants to develop a career in academic administration.

Key tasks and accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected. This is not an exhaustive list of all the tasks that may fall to the post-holder and staff are expected to carry out such other reasonable duties as may be required.

Academic Administration and Student Support

1. Maintaining accurate and up-to-date student records on databases (Tribal EBS) and spreadsheets.
2. Responsibility for enrolment of students, create student accounts for various platforms, and the general handover from admissions into academic administration.
3. Responsibility for data entry of student grades and progress.
4. Uphold an excellent, customer-focused service to students. This includes ensuring that students receive accurate and detailed responses to enquiries, in a timely manner, with a focus on ensuring a high level of customer service, via face-to-face, email, and telephone communications.
5. Use the virtual learning platform (Moodle) in the academic administration capacity.
6. Responsibility for academic regulations and procedures, ensuring compliance with policy, and annual updating.
7. Preparation of documentation submissions to external partner or accrediting organisations, and to be responsible for data returns and submissions to these organisations.
8. Responsibility for preparation and operation of Progression and Awards Boards, ensuring that assessment results for students on all courses are processed accurately and within strict and challenging deadlines.
9. Support with timetabling.
10. Manage inboxes and respond to general academic administration queries in a professional and timely manner.
11. Organise academic meetings and take notes/minutes where required.
12. Contribute to quality assurance processes such as compiling data for reports and audits.
13. Handling private data in compliance with GDPR.

Admissions Administration Support on an ad-hoc basis to cover annual leave and sick leave

1. Processing applications, ensuring applicant documentation is complete and accurate.
2. Communicate effectively with applicants, providing updates and answering queries.
3. Support the coordination of open days and exhibition events.
4. Maintain records of applicant progress throughout the admissions cycle.
5. Stay up to date with ION's course offerings.
6. Stay up to date with admissions policies and procedures, ensuring compliance and confidentiality.
7. Use CRM platform (Active Campaign) to monitor lead engagement and processing lead journeys

Teamwork and communication

1. Work closely with the academic and administrative teams.
2. Collaborate across different teams.
3. Be supportive to other colleagues in your work to create a collaborative work environment.
4. Share, communicate and work with others.
5. Contribute to team meetings.

6. Actively participate in one-on-one meetings and training sessions.

Managing self and collaboration

1. Manage your own workload, prioritising tasks and seeking help when needed.
2. Be proactive in learning and contribute ideas to improve administrative processes.
3. Co-coordinate and work effectively with the Academic Admin and Admissions teams and wider organisation to achieve organisation objectives and ensure conversion targets are met.
4. Keep up to date with training requirements e.g. GDPR, PREVENT Awareness and on-the-job training in business administration and continuing professional development.
5. Develop technical, creative, and problem-solving skills.
6. Be confident in managing small projects.

Other

1. Comply with all policies and procedures.
2. In the context of ION and personal development to carry out any other duties that are commensurate with the role and as instructed by the Senior Academic Administrator or Senior Management Team.
3. Assist with other administrative duties within ION if required.
4. Adhere to the ION's Health and Safety policies and procedures and to perform any ION wide designated duties with regard to Health and Safety and the security of ION.
5. Adhere to and actively support the Equality, Diversity and Inclusion policies and their implementation.

This job description summarises the main duties and accountabilities of the post and is not comprehensive: the post-holder may be required to undertake other duties of similar level and responsibility.

Person Specification

All criteria should be considered to be essential unless otherwise stated.

Competency	Essential criteria	Desirable criteria
Attainments/qualifications	• GCSEs (or equivalent) in English and Maths (minimum Grade 4/C).	• Business Administration Degree
Technical skills and understanding	• Excellent IT skills, including Microsoft Office (Word, Excel, Outlook). • Experience using education systems (e.g., student databases TRIBAL EBS, admissions platforms). • Strong organisational skills with attention to detail. • Ability to handle confidential information professionally. • Excellent written and verbal communication skills • Time management skills enabling effective prioritisation	• Knowledge in project management and administration.

	of tasks and activities to meet demands of the role and agreed deadlines • Ability to use initiative to solve problems and issues as they arise. • Ability to work effectively within a team, building strong working relationships.	
Prior experience	• Any prior experience in academic administration, customer support, education and / or charities. • Experience working with data or managing files. • Experience dealing with the public or answering enquiries. • Experience collaborating with others to complete a task or project	
Behavioural characteristics	• Friendly, approachable, and helpful manner. • Be a good communicator. • Maintain flexibility in adapting to changing priorities, technologies, and stakeholder needs within a fast-paced academic environment. • Willing to learn, take direction, and ask questions when unsure. • Be able to work autonomously and demonstrate independent and self-managing working styles. • Able to work as part of a team. • Be able to manage variable workloads across the academic year • Take initiative and show a high level of personal accountability for achieving goals and meeting deadlines. • Enjoy building effective relationships with colleagues. • An understanding of the importance of equality and diversity within an organisation and a commitment to helping create an inclusive culture.	

Circumstances	• Active engagement in ION staff supervision and performance management programme, and wider organisation activity. • Participate actively in ongoing development of ION, through staff development and training as appropriate • Occasional weekend attendance for meetings and events according to business needs.	