Job Advertisement
Senior Academic Coordinator

Context

We are one of the best advanced education institutions in Europe, providing all our pupils with an unique education that empowers them to take ownership of their learning activities. The Senior Academic Coordinator provides first-class service to all our stakeholders (students, mentors, module leaders and all staff) in the framework of our tested academic program management system.

The Role

We are seeking an exceptional candidate to act as a key player in planning, delivering, monitoring and continuously improving the background operations for Milestone's educational programmes. A substantial element of this is leading on daily Academic Operations activities, with the aim of facilitating the delivery of the Institute's academic programme of advanced studies. The Senior Academic Coordinator works in close collaboration with the Director of Studies as well as members of the coordination team.

Why work at Milestone?

- Exceptional working environment in one of the most beautiful and historic buildings in the centre of Budapest
- High impact on the education of Hungarian youth
- Growth opportunities in our young and dynamic company - the average age at Milestone is 35 years !
- Competitive salary

- A welcoming team of highly-trained, motivated, collaborative colleagues - together we have over 100+ higher educational degrees!
- Access to high-quality, regular professional development
- Opportunities to innovate in cooperation with colleagues across all departments of the Institute

However, we are not only interested in education and degrees...

- We have fun team building events on every last Wednesday of the month!
- Twice a month we organise company yoga sessions to promote our wellbeing
- We are serious fans of PG's tea, and always have fresh coffee in the kitchen
- There is almost always a colleague who prepares cookies or brings back sweets from travels - and luckily we love to share!

What will be your tasks?
- Manage, deliver and oversee business-as-usual activities of the operations team in relation to module teaching, mentoring and student life.
- Spearhead the collection and maintenance of data, best practices and crucial documentation related to Academic Operations.
- Deliver HR-processes related to our faculty and represent the operations team to a variety of stakeholders (faculty, students, parents, other parts of Milestone's organisation).

We would need you to have...

- C2 level English and Hungarian
- Bachelor's degree
- 2-4 years of experience working in administrative/customer facing roles
- Solid working knowledge in Google Suite
- Good IT, data management aptitude
- Ability to work independently in a meticulous manner

It would be nice if you had...

- Strong and evidenced organisational skill set with an eye for detail
- Excellent communication and people skills to liaise effectively with multiple stakeholders

- Ability to think outside the box and solve problems in a creative manner
- Working experience using Salesforce or other CRM tool(s)

Conditions of Service:

- This is a full-time, on-site post of **40 hours per week** based in central Budapest.
- The salary offered is competitive within the educational sector and will be commensurate with age and experience.
- The post holder should have the right to work in Hungary and will be subject to a local police check.
- Milestone's office and teaching hours are **from Monday to Friday, 10 am until 8 pm** and **Saturdays, 10 am until 6pm**. Accordingly, there may be times when members of the team are expected to work outside of standard Hungarian office hours.

How to apply:

Application is by CV and cover letter (including an indication of salary expectations, and response to the Question "Why would you like to become a member of Milestone's Academic Coordination Team?"

Child-Safe Recruitment

The Institute is committed to child safe recruitment, selection and screening practices and has a child safe recruitment policy in place. Thus, we require all applicants to undergo an extensive screening process prior to appointment and provide us with the necessary documents upon contracting (police check, reference person, written declaration). Please note, the Institute may refuse to employ, or terminate the employment of, any person who it reasonably believes may pose a risk to children. The successful applicant will be required to submit the following documents upon contracting:

- Self-declaration related to disciplinary offences relating to children;
- Local police check;
- Child Protection Training.

Diversity and Inclusion

Milestone Institute is an equal opportunity employer, seeking to recruit and support a broadly diverse community of faculty and staff. Milestone values and celebrates

diversity in all its forms and strives to foster an inclusive culture built on respect that affirms inter-group relations and builds cohesion. All qualified applicants are encouraged to apply and will receive consideration for employment without regard to race, religion, colour, national origin, age, sex, sexual orientation, disability status.

Senior Academic Coordinator

Job Description

General Requirements

The core responsibility and objective of the Senior Academic Coordinator is to provide the operational framework and background for the activities of the Academic Department in terms of the planning, implementation, monitoring and improvement of business-as-usual activities. A substantial element of this is leading on daily Academic Operations activities, with the aim of facilitating the delivery of the Institute's academic programme.

Specific Requirements

To lead and direct*:

Under the overall direction of the Director of Studies,

- the delivery of business-as-usual Academic Operations activities in relation to module teaching, mentoring and Student Life throughout the Academic Year for all Year Groups (from Access Programme to Senior Year), including: Academic Year start, Term opening and closing (Shopping Lectures, module choice, group allocation, term finalisation, mentor allocation and reallocation), student continuation, scholarship application and evaluation, and advising.

- the continuous review and development of business-as-usual Academic Operations activities.

- the use of IT systems and tools used by the Academic Team such as *Google Suite*, *Canvas*, *Gantt*, *Wordpress*, *Zoom* and other software, acting as an advanced user. Specifically, this includes: overseeing the day-to-day use of such systems and tools by the Academic Operations Team, identifying and resolving related data management problems; providing training and tech support (including troubleshooting user-level problems), editing specific sections of the website as per operational needs within the Academic Department.

- the collection and maintenance of data, core documents and best practices in Academic Operations activities, ensuring the transparency of information and the efficiency of information flow and internal communications.

- the use and maintenance of Salesforce and corresponding data structures in relation to Academic Operations activities, acting as an advanced user and performing selected Salesforce Administrator tasks as per operational needs and as discussed with the Director of Academic Studies. Specifically, in addition to the above listed IT-related tasks, this includes the effective use of Formstack and Salesforce Object Query Language (SOQL), applying SOQL and devising forms to be used by the Academic Team.

- the annual review process of general academic documentation (Academic Handbook, Mentor Job Description, Module Teaching Guidelines, etc.), with input provided by various members of the Academic Team.

- the administration of designated Faculty HR tasks, which includes: contracting and related checks such as those prescribed by the Institute's Child Protection Policy, contract changes and contract terminations, assisting Faculty with tax and health insurance-related administrative matters as needed (in cooperation with other departments), managing payment review and approval processes, reporting to payroll.

- the annual review of Faculty fixed-term contracts and Faculty-related contracting guides, with the support (from a legal point of view, as well as occasional support with general human resources and fixed-term contracting matters) of the Operations Team.

- communications in relation to Academic Operations activities within the Academic Team and with Students, Parents/Guardians and Faculty.

- The Academic Coordination Team, fulfilling standard line management duties such as selecting team members, delivering induction and training, assigning, scheduling and overseeing tasks, managing holidays and performance, supporting team members' continuous professional development.

- the effective cooperation regarding operational aspects between Academic Coordination and other teams within the Academic Department, as well as the Operations Team.

To manage, monitor and review:

Under the overall direction of the Director of Academic Studies,

- the yearly planning of operational activities and processes within the Academic Department, including resource planning.
- and in close cooperation with the Houses Team, the planning and implementation of student continuation processes including offer sending.

Under the overall direction of the Head of Admissions and acting as **Admissions Officer**,

- the planning and implementation of the student admissions process for the Institute's Access and Core Programmes and related operational tasks.
- the planning and implementation of new student offer sending (in cooperation with the Houses Team and the Operations Department).

To support:

- the Teaching and Learning and Houses Teams in the implementation and enforcement of academic policy across the module teaching, mentoring and Student Life frameworks, e.g. via attendance and grade reporting, managing prerequisite exemptions and extra credits, updating student organisation membership information.
- the Director of Academic Studies in the planning and use of the Academic Department's annual budget by reporting on admissions and scholarship figures, credit usage, payments for Teaching and Learning activities, etc.
- the Teaching and Learning Team in the implementation of the Faculty recruitment process: timeline planning, organising recruitment events like 'Teach @ Milestone', reviewing applications, arranging and setting up interviews.
- academic development projects, in particular their operative aspects.
- the Operations Department in the review of student contracts.

- the Operations Team in the review and development of IT systems and tools used by the Academic Team, such as Google Suite, Canvas, Gantt, Wordpress, Zoom and other software.
- Core Staff, Faculty and Student onboarding with a particular focus on systems and tools intensively used in Academic Coordination (e.g. Salesforce, Canvas).
- the Operations Department in the organisation of the Year Opening and Student Life Fair.

To promote and maintain:

- a lively enthusiasm for education amongst staff and students throughout the Year Groups.
- together with other members of the Academic Department, overall high standards of attendance and discipline amongst the student body.

To contribute:

- to contracting guides and other supporting documentation related to Faculty HR prepared by the Operations Department.
- to the general development of best practices and know-how in the delivery of the Institute's academic programmes.
- to the review and development of *Salesforce* and corresponding data structures.

Glossary Of Terms for Job Descriptions

Term	Description
To lead and direct...	To have overall ownership of and responsibility for an area of management, project, concept or outcome, together with the responsibility for directing the work of others towards the shared goal.
To manage, monitor and review...	To have a given level of responsibility, under the overall direction of a named person, for the delivery, quality control and development of an area of management, project, concept or outcome which may involve directing the work of others.
To support...	To have a specifically defined but shared responsibility, under the overall direction of a named person, for the delivery of an aspect of an area of management, project, concept or outcome which will involve working with others.
To promote and maintain...	To have a generalised and shared responsibility with named individuals or named teams for an overarching dimension of professional expertise or standards with a common aim, focus, understanding or vision.
To contribute...	To offer ideas, expertise, time etc, without specific responsibility, to individuals, teams or to the organisation as a whole.

Milestone Institute
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