Senior Operations Officer   - School of Medicine – AUC UK - Grade G
Job Description

Purpose

The Senior Operations Officer is responsible for conferring Doctor of Medicine degrees to ensure potential graduates can begin their medical residencies as scheduled. They conduct regular degree audits and provide counselling to students regarding university policies and procedures related to enrolment, records, and registration through excellent customer service. The Senior Operations Officer is responsible for processing a high volume of student information through the Banner Student Information System, Salesforce CRM, Medtrics and Perceptive Content. This position is part of the UK Track operations team and reports to the AUC University Registrar. All these responsibilities require a high degree of accuracy and attention to detail and a moderate to high level of independent judgment and discretion.

Duties

1. Conferring medical degrees for graduates which includes performing medical degree audits that involve a detailed, comprehensive review of student academic records to ensure that all degree requirements have been met.
2. Communicates with students regarding the status of graduation application and degree audit and counsels them regarding any outstanding requirements or issues.
3. Tracks degree audit status using SalesForce CRM and updates students' records in Banner.
4. Tracks student performance and results on NBME Comprehensive exams, USMLE Step exams and NBME Clinical Subject Examinations in Banner to advise them on degree progression, timeline, and deadlines.
5. Processes and tracks all attrition related statuses in Student Information System (SIS). These processes involve interpreting and applying University policies and communicating decisions to students.
6. Updates student's statuses in Banner per weekly and periodic reports and sends proactive notifications to students regarding status changes while advising on how gaps impact their timeline and degree completion.
7. Management of student data which includes running weekly reports to ensure students are in correct statuses and accurate data is reflected in the SIS. This also includes maintaining spreadsheets to manage student statuses and graduation requirements.
8. Counsel students regarding university policies and procedures regarding enrollment, records and registration and provides excellent customer service.
9. Works collaboratively with all student-facing services to advise students and serve as an expert to peers on university policies.
10. Participates and contributes to other Admissions and Registry initiatives and process improvements.
11. Develops clear, concise and presentation reports and documents for student appeals and complaints for internal and external reporting.
12. Responsible for the planning and organization of invigilators during the examination period, managing student absences and the recording of exam incidents.

13. To plan and organise OSCE Assessments including managing the recruitment of examiners, and simulated patients. Responsible for the management of OSCE staff during the examination period in addition to fulfilling the role of "room controller."
14. Conducts presentations to students, faculty and staff regarding academic policy and degree requirements.
15. Convenes with members of the Registrar Management team, Campus Dean, Programme Lead and Head of UK Operations on student and administrative issues impacting student progress and/or outcomes.
16. Completes other projects and duties as assigned. To undertake such other relevant duties and responsibilities, appropriate to the grade as may be determined by the University Registrar and Head of AUC UK Operations.
17. Contributes to the planning and delivery of orientation for new students and student led events within the programme.
18. Co-ordinate and consult with appropriate administrative and central support services so that students receive specialist support in a timely manner.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Recent experience of managing the delivery of complex administrative processes in a customer service-focused environment (Application/Interview).
- Experience in operating systems and processes to enhance quality and learning excellence (Application/Interview).
- Degree (or equivalent experiential learning) plus GSCE Math's and English Language (Application)
- Demonstrable evidence of strong analytical skills and process review skills to perform data quality checks and other monitoring functions (Application/Interview).
- Experienced User of large relational databases and IT packages such as Word, Excel, Access, and Banner (Application/Interview).
- Ability to monitor and evaluate student performance data on assessment and exams and advise on degree progression, timeline, and deadlines (Application/Interview).
- Excellent written and oral communication skills and the ability to influence and persuade people at all levels and to exchange complex concepts in a manner appropriate to the audience (Application/Interview).
- Credible operational and administrative skills able to work effectively to tight deadlines and competing demands whilst maintaining accuracy (Application/Interview).
- Demonstrated abilities to work independently and as part of a team and work with minimal supervision (Application/Interview).
- Credible experience of working effectively across organisational professional boundaries in complex organisations (Application/Interview).
- Able to demonstrate sensitivity in dealing with colleagues/partners and stakeholders from different cultural backgrounds (Application/Interview).
- Awareness of the requirements associated with operating within a student facing environment (Application/Interview).

- Able to work flexibly to meet the needs of the programme (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience and knowledge of working in Higher Education preferably in Admissions, Assessment, Operations related roles (Application/Interview).
- Experience of managing projects and organising events (Application/Interview).
- Experience of providing support to overseas students (Application/Interview).
- Experience of developing confidential record keeping systems (Application).
- Evidence of professional development and career progression (Application).
- Knowledge of student information systems, preferably Banner, Salesforce, Medtrics, PowerBI and Perceptive Content (Application/Interview).
- Ability to plan and adapt to change in a fast-paced office environment (Application/Interview).