

## JOB DESCRIPTION

### 1. JOB DETAILS:

<b>Position Title:</b>	Academic Support Senior Officer
<b>Reports to:</b>	Project Lead ZMU
<b>Department</b>	Registrar
<b>Location:</b>	Abu Dhabi, UAE - Zayed Military University (ZMU) Campus
<b>Grade:</b>	G5
<b>Prepared / Revised on:</b>	June, 2025

### 2. JOB PURPOSE / ROLE:

This role will provide support to students, faculty and general administrative support for academic departments  
To coordinate and manage the testing, examination, and admission processes at ZMU Campus, ensuring efficient and timely student registration and Enrollment. This role also provides comprehensive support to students, faculty, and academic departments, contributing to the overall effectiveness of academic administration.

### 3. JOB DIMENSIONS

<b>Number of Staff Supervised:</b>	<b>Direct Reports:</b>	<b>0</b>
	<b>Total:</b>	<b>0</b>

### 4. KEY ACCOUNTABILITIES:

Key Priority	Key Activities
<b>Admissions</b>	
▪ Applications	<ul style="list-style-type: none"> <li>▪ Assist in the review of received applications in order to conduct initial screening for relevant qualifications etc., in collaboration with the Section Head – Admissions.</li> <li>▪ Prepare offer/rejection letters in a timely and accurate manner to notify the applicant of the status of their application.</li> </ul>
▪ Student Database	<ul style="list-style-type: none"> <li>▪ Maintain the student database, updating information relating to student application, enrolment and registration to enable effective monitoring of the application process,</li> </ul>
▪ Exam invigilation	<ul style="list-style-type: none"> <li>▪ Invigilate examinations when required, to ensure that exams are carried out according to the rules set out by the exam board; allow each candidate to sit the exam in the same conditions; and control cheating.</li> </ul>
<b>Examination</b>	
▪ Exam Preparation	<ul style="list-style-type: none"> <li>▪ Prepare and distribute exam/assessment timetables to the Academic departments.</li> <li>▪ Assist in the management of all exam materials, ensuring strict document control.</li> <li>▪ Prepare ZMU Campus examinations in collaboration with the Registrar, including obtaining exam papers, booking invigilators and examination halls.</li> <li>▪ Provide training for invigilators to ensure the smooth running of the exams.</li> </ul>

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	<ul style="list-style-type: none"> <li>▪ Provide training to Faculty on the exam tools and follow up with Academic HODs and Professors (if needed) to ensure successful submission of the exam on a timely manner.</li> <li>▪ Coordinate all logistics for exams to ensure the smooth running thereof.</li> <li>▪ ensure arrangements for students with special needs are conducted in a timely and appropriate manner.</li> <li>▪ Coordinate with the IT departments for all digital exams.</li> </ul>
▪ Student Database	<ul style="list-style-type: none"> <li>▪ Maintain SUAD's student database; updating information relating to student assessments and results to enable effective monitoring of individual performance, facilitate communication in relation to students between divisions/departments and support reporting of academic performance at ZMU Campus.</li> </ul>
▪ Liaison	<ul style="list-style-type: none"> <li>▪ Respond to all students' questions in a timely manner via telephone or email, in relation to SUAD's testing/examination requirements and processes.</li> </ul>
▪ Archiving	<ul style="list-style-type: none"> <li>▪ Ensure a safe document control and archiving of all exam papers post exams</li> </ul>
<b>Academic Coordinator</b>	
▪ Learning Support	<ul style="list-style-type: none"> <li>▪ Manage the Academic Program timetables ensuring that appropriate staff are allocated to lectures and workshops.</li> <li>▪ Coordinate classroom schedules ensuring that suitable facilities are available for the session.</li> <li>▪ Prepare all teaching equipment, materials and information as requested by Academic employee to enable lectures/workshops to be conducted as required,</li> <li>▪ Follow up to ensure that the faculty has uploaded student materials onto the student system (Blackboard).</li> <li>▪ Coordinate additional educational activities as requested by Academic employee, such as external trips, guest speakers etc., ensuring arrangements are timely and meet the needs thereof.</li> </ul>
▪ Student Support	<ul style="list-style-type: none"> <li>▪ Conduct student inductions to ensure they are informed on all required information in relation to the Academic Program</li> <li>▪ Manage student absences and medical certificates, ensuring accurate recording in the system and follow-up with the student on any required support. Update the HOD in case of delayed absences.</li> <li>▪ Registration and follow-up of the student's course choices ("inscriptions pédagogiques"), in close communication with Registrar.</li> <li>▪ Assist and organize the potential candidates' interviews when applicable.</li> <li>▪ Collaborate with the respective departments to ensure all processes related to student complaints and appeals are completed in line with the policy.</li> </ul>
▪ Examination Support and invigilation	<ul style="list-style-type: none"> <li>▪ Coordinate with the Registrar department to ensure that entry tests assessments and interviews for their relevant Academic Programs are coordinated in a timely manner. This includes but is not limited to assessment/exam timetables; marking; invigilation, compilation of the grades and arrangements for students with special needs and Jury's/Committees.</li> <li>▪ Submission of all data to the HOD and to the main campus in due time for the assessment.</li> <li>▪ Follow up and ensure that exams subjects and grades have been transmitted by the responsible faculty to the Registrar Department (Exam office) on a timely manner.</li> </ul>
Administrative Support	<ul style="list-style-type: none"> <li>▪ Organize academic events and teaching activities related to the Academic Department.</li> <li>▪ Support with feedback collection during end of course (at the end of each academic semester) by reminding student and faculty to complete their feedback and evaluations. Follow up to cross check that the reports are generated; that the Course Profile (a CAA requirement) is updated and completed, and that all relevant documentation is uploaded to the Blackboard in a timely manner.</li> </ul>
▪ Quality Assurance & Accreditation	<ul style="list-style-type: none"> <li>▪ Support the HOD in preparing, collecting the data and consolidating the needed institutional documents to coordinate the programme Accreditation process and substantive change application process.</li> </ul>

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	<ul style="list-style-type: none"> <li>▪ Maintain and update of the Course Files on Blackboard as per CAA requirements.</li> <li>▪ Maintain up to date data to secure the proper archiving and records management of all department documentation.</li> </ul>
▪ Policies and Procedures	<ul style="list-style-type: none"> <li>▪ Follow department policies, processes, standard operating procedures and instructions so that work is carried out in a controlled and consistent manner</li> </ul>
▪ Reports	<ul style="list-style-type: none"> <li>▪ Prepare departmental reports for own area of work as required in a timely and accurate manner to meet SUAD and department requirements, policies and standards</li> <li>▪ Coordinate with (CHEDS, MOHERS) for any related institutional reporting requests.</li> </ul>
▪ Related Assignments	<ul style="list-style-type: none"> <li>▪ Perform other related duties or assignments as directed by the Line Manager</li> <li>▪ Arrange or personally perform basic translation of admissions paperwork into English/Arabic and vice versa, as required by the University process</li> <li>▪ Conduct daily tasks such as student queries, coordination of certificates, in an organised and efficient manner.</li> </ul>

### 5. QUALIFICATIONS, EXPERIENCE, & SKILLS:

#### Minimum Qualifications:

- Bachelor's degree

#### Minimum Experience:

- 5 years Academic Support experience in the Higher Education sector

#### Job-Specific Skills:

- Knowledge of Microsoft Office
- Written and verbal communication skills
- Planning and organizing skills
- Interpersonal skills
- Flexibility
- Ability to work under tight timeframes without supervision
- Knowledge of Blackboard, Banner or Oracle is preferred
- Languages: English and Arabic are mandatory. French is an added value

Note: This position is based at the Zayed Military University (ZMU) campus. Candidates should be willing and able to work on-site.

Line Manager Name & Signature:

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Employee Name & Signature:

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Date: .....

Date: .....