

JOB DESCRIPTION – ACADEMIC COORDINATOR

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A. JOB DETAILS

Job Title: Academic Coordinator

Department: Academics

Reports to: School Administrator

Direct Reports: Registrar, Program Head, Librarian,

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B. JOB SUMMARY

To provide an enabling learning environment for the care, guidance and welfare of students overall stay at the Institute.

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C. JOB SPECIFIC DUTIES AND RESPONSIBILITIES

Management and Leadership

- Direct, manage and supervise the Dean of Students' Office and all programs reporting to that office.
- Put in place mechanisms for the assessment of student performance so as to be able to provide the needed coaching and counselling.
- Ensure the orderly organization of all student activities within DTI.
- Build a disciplined environment ensuring that students comply with all laid down rules and regulations.
- Ensure that every student has a copy of the DTI Student Handbook and is familiar with its contents.
- Lead and work with the hostel tutor (s) in ensuring all hostel requirements and needs are met.

Student Welfare

- Take appropriate steps to ensure students welfare and well-being at all times.
- Plan and coordinate the implementation of a detailed student orientation programme to ensure students settle into their new routines seamlessly.
- Pro-actively engage management and advocate for the introduction of activities that promote student welfare and well-being.
- Ensure that all students' accommodation needs are addressed in an appropriate and timely manner.
- Liaise with the Facilities Manager to ensure students maintain health and safety protocols in their hostels/ residences.

- Handle emergency and crisis situations that pertain to students and campus life.

Student Protection

- Ensure that students are not subjected to any form of physical, sexual, psychological or verbal harassment or abuse by their colleagues, staff members or service providers.
- Establish and communicate to the students, mechanisms for reporting any concerns relating to their well-being.
- Bring any abuse of a student to the attention of the Head of Institute immediately such abuse occurs for the necessary investigations to be conducted and appropriate sanctions applied, where necessary.

Student Relations

- Be accessible to explain issues to students where they have difficulty with either academic or other social issues.
- Obtain relevant support for students who are struggling with the course work once this challenge is highlighted.
- Facilitate the resolution of issues between Management and the student body.
- Monitor student attendance at lectures and other Institute programs to ensure regularity of attendance and punctuality.
- Counsel Students or direct them to the appropriate quarters for the relevant counselling support and assistance when needed.

Stakeholder Engagement

- Maintain regular and appropriate communication with parents and teachers to keep abreast with students' performance and other challenges.
- Ensure timely resolution of all conflicts between students and their teachers, colleagues and parents/guardians.

Quality Assurance

- Develop, implement, and periodically review quality assurance mechanisms to ensure the consistent delivery of high standards in all student-related services and programs.
- Monitor and evaluate the effectiveness of curriculum, academic programs, student support systems, including academic coaching, counseling, hostel services, and extracurricular activities
- Collaborate with departmental heads, program tutors, etc to establish and enforce performance metrics and service standards that support student development and well-being.
- Maintain accurate and up-to-date records on student feedback, complaints, and disciplinary matters to inform continuous improvement efforts.
- Conduct regular audits and reviews of student engagement, attendance, welfare services, and protection protocols to ensure alignment with DTI's values and regulatory requirements.
- Recommend and implement corrective actions where gaps or lapses are identified in the student services delivery chain.

- Foster a culture of accountability and continuous improvement by promoting professional development, best practices, and compliance with institutional policies.

Other

- Be responsible for the development and regular review of the DTI Youth Protection Policy.
- Keep abreast with all Youth Protection risks, policies and procedures as well as local laws and regulations relating to youth protection.
- Maintain the highest ethical standards in all relationships and dealings with the students.
- Perform any other duties that may be assigned from time to time.

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D. JOB QUALIFICATION, SPECIFICATION, AND KEY COMPETENCES

- Minimum of a Bachelor's degree from an accredited institution with at least 8-10 years of experience directly related to the duties and responsibilities specified.
- A Master's Degree in a social science subject would be an added advantage.
- Be conversant with student learning.
- Strategy development and implementation.
- Formulation of policies and procedures.
- Budget preparation skills.
- Sound knowledge of regulatory environment
- Good knowledge of student support programs and services
- Employee development and performance management skills.
- Crisis intervention techniques
- Strong Leadership and Managerial skills.
- Demonstrated conflict resolution skills.
- Strong resource management skills.
- Excellent oral and written communication skills.
- Composure in emergency situations
- Independent judgement.

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E. WORK GUIDE & REFERENCES

- Institute Policies and Procedures
- Standard Operating Procedures
- The Labour Law 2003, Act 651
- Procurement Laws
- Local and International Financial Regulation Acts
- International Financial Reporting Standards

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F. COMMUNICATION AND INTERNAL RELATIONSHIPS

- President/Program Director
- EXCO
- MANCOM
- All Staff
- Students

G. EXTERANL RELATIONSHIPS

- MasterCard Foundation Team and Leaders
- Ministry of Education
- Vocational Institutions
- Technical Universities
- Government agencies
- Consultants

H. INFORMATION SECURITY RESPONSIBILITIES

- Lead and abide by the Institute's Information Security Management Systems policies and procedures
- Safeguard the Institutes' information assets in accordance with its ISMS policies and procedures

I. JOB DESCRIPTION AGREEMENT

Name of Staff:

Signature:

Date:

Name of Line Manager:

Signature:

Date:

Head of Human Resource & Administration:

Signature:

Date: