



The African School of Governance (ASG) is a leading public policy and leadership education institution dedicated to empowering a new generation of purpose-driven African leaders. With a foundation rooted in African perspectives and global standards, ASG is committed to cultivating leaders who can address the complex challenges of the 21st century, both on the continent and worldwide.

At the African School of Governance, we are shaping a new era of leadership in Africa through a world-class public policy education, innovative research, and dynamic policy engagement focused on Africa's unique experiences. We aim to address the continent's pressing governance challenges by equipping emerging leaders with the mindsets, skills, and knowledge required for effective leadership.

ASG's vision is to nurture a prosperous and peaceful Africa where purpose-driven leaders have the mindsets, knowledge, and skills to drive sustainable development for all. The mission is to nurture leaders to drive Africa's sustainable development by providing innovative public policy education, cutting-edge research, and a platform for policy engagement that fosters transformative governance tailored to the continent's unique values and opportunities.

ASG seeks to address this gap in African public policy education and research while joining a network of other world-class institutions across the region and globe.

JOB DESCRIPTION

JOB DETAILS

JOB TITLE: Academic Services Officer	REPORTS TO: Director Academic Affairs
JOB REF: ASG/HR026	DEPARTMENT: Academics and Research

Job / Role Purpose:

To provide essential administrative support to the academic department. This includes coordinating schedules, timetabling of learning and assessment activities, managing communications, maintaining academic records, assisting with departmental operations, and ensuring that all academic processes run smoothly.

Key duties and responsibilities

Academic Support:

- Assist faculty with academic program-related administrative tasks, including scheduling learning and assessment activities, and managing exam boards to produce final transcripts.
- Assist students with academic inquiries and direct them to appropriate resources within the ASG.

Administrative Support:

- Serve as the primary point of contact for faculty, students, and visitors within the department.
- Manage and organize the department's calendar, including scheduling meetings, classes, and events.

- Maintain electronic filing systems for academic records and other important documents in liaison with IT Manager

Communication and Correspondence:

- Coordinate the handling of incoming phone calls, emails, and correspondence on behalf of the department.
- Facilitate communication between faculty, staff, and students regarding departmental matters, schedules, and events.
- Assist in the preparation and distribution of departmental newsletters or bulletins.

Record Keeping and Data Management:

- Maintain up-to-date academic records, student files, and databases in liason with IT Manager.
- Assist with the registration process, including course enrollment and student record updates.
- Prepare reports on academic progress, attendance, and other metrics as requested.

Event Coordination:

- Assist in organizing academic events, such as guest lectures, seminars, workshops, and graduation ceremonies.
- Coordinate logistics for departmental meetings and events, ensuring all materials and resources are prepared in advance.

Other Duties:

- Provide general administrative support to department teams or academic leaders.
- Assist in budgeting, procurement, and other administrative tasks as needed.
- Any other duties appropriate to the role as required by the Supervisor.

Expected Outputs/ Deliverables

- Department's calendar
- Up-to-date academic records
- Up-to-date student files
- Up-to-date student databases
- Periodic reports on academic progress, attendance, and other metrics
- Departmental Newsletters via email, social media and website.

PERSON SPECIFICATION

Educational Requirements

- Bachelor's degree in administration, management, business, or equivalent and have a minimum of three years' relevant work experience.

Related Job Experience

- At least minimum 5 years of related previous administrative or secretarial experience in an academic setting preferred.

- Familiarity with office software (e.g., MS Office, Google Suite, etc.) and academic record management systems and ERP.

Required Technical Knowledge/Skills

- Understanding and working knowledge of all aspects of academic-related governance, regulations, administration and organisational management in a Higher Education Institution.
- Knowledge of the reporting requirements in relation to student administration placed upon universities by regulation.
- Knowledge of governance issues in the higher education sector, and the regulatory and legal arrangements for university governance.
- Client relationship management and customer services skills
- Ability to work across complex boundaries and locations.

Required Behavioural Skills

- Strong organizational and multitasking abilities.
- Excellent written and verbal communication skills.
- Ability to maintain confidentiality and handle sensitive information.
- Proficiency in managing schedules and handling multiple tasks simultaneously.
- Strong attention to detail and problem-solving skills.
- Ability to work both independently and as part of a team.
- Adaptability to changing academic schedules and priorities.
- Professional demeanor and excellent interpersonal skills.
- Innovativeness
- Integrity and self-drive
- Transparency and accountability
- Fluent English required, fluent French desirable

Contact/application information:

If you are interested in exploring this opportunity further and your qualifications and experience match the requirements for any of the roles, please complete and submit your application via the following link: [asq job application form](#). All applications must be submitted via the online application form at this link.