Hertford College, Oxford

Academic Assistant
Further Particulars

Job Title: Academic Assistant
Department: Academic Office
Contract Type: Permanent
Responsible to: Registrar & Director of Admissions (line manager), via Academic Administrator (day to day supervision)
Supports: Other members of the Academic Office team, including the Director of the Visiting Student Programme, Academic Administrator, Admissions Officer

This is a newly-configured role which comprises Visiting Student administration, previously covered by another college team, and bolsters administrative support for fellows, students, and key academic-related processes undertaken by the Academic Office team.

The College

Hertford is one of the larger Oxford colleges, with roughly 650 students, two-thirds of whom are undergraduates. The main site lies in the heart of Oxford, occupied from the later thirteenth century by Hart Hall and, from 1740 until 1816, by the first Hertford College; and then, from 1822, by Magdalen Hall which was refounded in 1874 as the second Hertford College.

The Fellowship, which has responsibility for the governance of the college, currently consists of forty fellows, the majority of whom are involved in undergraduate teaching. In addition, thirty lecturers supplement teaching provision, and around 100 members of administrative and domestic staff coordinate and support key activities. Fellows, lecturers and students are drawn from a range of disciplines across the four Divisions (Humanities, Social Sciences, MPLS, and Medical Sciences). Academic and administrative offices are on the main site, as is accommodation for many students, complemented by further accommodation for both graduates and undergraduates at various other sites around Oxford.

The college has a reputation for being both progressive and friendly. It was one of the first colleges to go mixed, and the ratio of female students to male remains comparatively high. For over 50 years, Hertford has championed access for students from backgrounds underrepresented at Oxford, and this continues to be the focus of our outreach work.
Academic Office team

The Academic Assistant will be part of the Academic Office team, but will necessarily also work closely with a range of colleagues from other departments as well as with individual fellows, lecturers and undergraduate student ambassadors.

The Academic Office deals with all student-related academic administration, from pre-admissions outreach activities to graduation. The academic year runs from the start of October, when all undergraduates, most graduates, and many visiting students commence their studies. A small number of graduate and visiting students arrive at the start of the two other academic terms, in mid-January and late April. The college runs a separate programme over the month of September for two seminar groups for Visiting Students, both from Princeton, and also from a variety of universities via IFSA Butler and Arcadia. On occasion, the college receives students on exchange schemes from other (EU or international) institutions. The undergraduate admissions process runs in the autumn term, and the process for graduate admissions runs over the spring and summer terms. Visiting student admissions run in the spring term. Access and outreach events take place year round, with large-scale Open Days at the end of the summer term and start of the autumn term; most of the college’s degree days take place over the summer term and long vacation.

The members of the Academic Office work under the overall direction of the Senior Tutor, an academic fellow who exercises oversight of the college’s academic business. The Senior Tutor works closely with the Registrar & Director of Admissions, who manages academic operations and on-course student matters, and is line manager to the other members of the team. The team currently consists of the Academic Administrator and Deputy Academic Administrator, who deal with on-course academic administration; the Admissions Officer, who manages the admissions processes for undergraduate and graduate students; and the Outreach Fellow, Outreach & Communications Project Officer, and STEM Outreach Officer, who collectively manage the day-to-day running of the college’s outreach programme. The Director of the Visiting Student Programme is also a member of the Academic Office team.

Academic Assistant

The Academic Assistant oversees the maintenance of the college’s academic records for students, including the administration of tutorial and monitoring processes which contribute to those records. In addition, the post-holder provides administrative support for the Visiting Students Programme, and will support other members of the Academic Office team at peak periods (including induction, undergraduate admissions, and summer examinations). As the first point of contact for all enquiries to the Academic Office, the role involves considerable interaction with students, fellows and support staff, both face-to-face and by email.
Main duties of the role

This is a newly-configured role in the Academic Office. The full range of duties will therefore be kept under review during the initial months and may be adjusted in response to the evolving needs of the office.

Visiting Students Programme Administration
Working closely with the Director of the Visiting Students Programme, the post-holder will be responsible for the administration of all aspects of the college’s Visiting Students Programme, including

- coordinating the admissions process for the visiting students programme;
- processing the necessary paperwork to ensure admitted students are enrolled on all college and university systems;
- arranging induction week activities for four intakes of visiting students;
- serving as the first point of contact for on-course visiting students;
- drafting end of term transcripts and arranging alumni cards for visiting students;
- record-keeping and data management which relates to Visiting Students admissions and on-course administration;
- keeping up to date with latest guidance from the University and liaising with Visiting Student Administrators at other colleges;
- supporting the Director of the Visiting Students Programme in maintaining and developing Hertford’s relationships with partner institutions.

Academic Office Administrative Support
Under the day-to-day supervision of the Academic Administrator, the post-holder will be required to provide administrative support to the other members of the Academic Office team. Specific tasks include:

First point of contact for enquiries
- acting as the first point contact for enquiries to the Academic Office, by dealing expeditiously and helpfully with queries from fellows, lecturers, students, staff, and external enquirers, whether in person, on the telephone, in writing, or by email.

On-course student administration and record-keeping
- authorising student enrolment certificates and producing confirmation of studies paperwork for new, current and former students (such as student verification letters, bank letters, transcripts, visa letters, and employer verification forms);
- acting as an authorised signatory for the University Card Office, and so part of the team responsible for ordering new cards for current students and academic staff;
- assisting with start-of-year procedures, and participating in the enrolment processes for new and returning students;
- maintaining the academic files for all current students (undergraduate, graduate and visiting students) and other records relevant for college committees and statutory reporting;
- coordinating the annual record review and archiving process, in accordance with the college’s data protection policy and retention schedules;
• working with other members of the team to ensure compliance with the college’s data protection policy, and to update retention schedules for student records;
• supporting the Academic Administrator with the coordination of college collections (termly internal examinations) and provision of alternative arrangements in college for university examinations.

Student admissions processes
• offering administrative support to the Admissions Officer during the annual admissions process for undergraduate students, including arranging Skype interviews for candidates unable to attend interviews in person in Oxford;
• coordinating the annual Senior Scholarship (graduates) assessment and recruitment process.

Degree days
• under the direction of the Deputy Academic Administrator, coordinating the college’s programme of Degree Days, including managing bookings, liaison with graduands and other college teams, and communications with the University’s Degree Conferrals Team.

Other administrative support
• providing administrative support for relevant activities to the College Officers, including the Senior Tutor, Tutor for Graduates, Dean, and Tutor for Equality and Diversity;
• managing the administration of the Fellows’ Research Fund;
• contributing to ad-hoc reviews of the team’s administrative processes, making recommendations on streamlining and improving quality of student experience;
• attending relevant briefings and training sessions held across the collegiate university and cultivating good working relationships with counterparts at other colleges and administrative staff in departments and central teams.

Other Duties
The post-holder may be required to undertake other duties at the direction of the Registrar & Director of Admissions, and to provide cover for colleagues in the Academic Office in the event of absence.
Person Specification

Candidates from a range of backgrounds are encouraged to apply for this role. The ability to demonstrate possession of the skills and qualities specified below is more important than experience in a similar role. This could be an ideal role for someone who has recently graduated and is looking to begin a career in academic administration, or someone who is returning to the workplace after a period away.

Essential
The post-holder is required to be:

- in possession of excellent written and oral communication skills, with the ability to deal confidently and appropriately with a wide variety of people, including Fellows, college staff, students, and external agencies;
- clear-thinking, with a methodical, thorough, accurate, and efficient approach to the management of processes and record-keeping;
- well-organised and able to multi-task, with the ability to prioritise activities and competing deadlines;
- quick to learn new systems and processes, and able to assimilate, understand, and retain at times complex and detailed information;
- able to work resourcefully, and with minimum supervision, as a member of a small team – this includes being willing to take ownership of their duties, and possessing the judgement to know how and when to take initiative, and when to refer to others;
- able to build effective working relationships with other teams in the college (including the bursary, domestic and catering teams) to provide joined-up administrative support to Fellows, other teaching staff, and students;
- IT-literate, with strong IT skills appropriate to a Windows-based office, and the preparedness to learn new applications as required;
- flexible in their approach to work, with a co-operative attitude and an appreciation of the fact that roles in a busy office are not always clearly demarcated, and team members will be required to help each other out in order to ensure that the Academic Office as a whole maintains excellent standards of service.

Desirable
The post-holder will ideally possess:

- proven administrative skills, which could have been gained through working in another capacity in Higher Education;
- tact and discretion in dealing with confidential or sensitive matters;
- sympathy with the values, ethos, and objectives of a small, collegiate institution;
- familiarity with eVision, and/or other University IT systems.
Terms and Conditions

This is a permanent appointment, available from January 2019, or as soon as possible thereafter.

The salary will be on grade 4 of the university scale (£22,017-£25,482, with a discretionary range up to £27,830 p.a., depending on skills and experience). The post is eligible for membership of the OSPS pension scheme.

Weekly hours of work are 35 hours, normally between 9am and 5pm, Monday to Friday. However, the post-holder will need to have a flexible approach to working hours, as there will be particular periods of the year when longer working hours may be necessary (for which time off in lieu will be granted).

The college offers an annual leave entitlement of 23 working days, plus Bank Holidays and the Christmas closure period (usually a further five days). Lunch is provided free of charge when the kitchens are open.

Other staff benefits are outlined on the HR section of the college website: https://www.hertford.ox.ac.uk/and-more/vacancies

The appointment is subject to a probationary period of six months. The college may initiate a DBS check during employment.

Application and Appointment Procedure

Those wishing to apply for the post should email the following documents, preferably as a single pdf string, to hr@hertford.ox.ac.uk by noon on Friday 16 November 2018.

1. CV (maximum three sides of A4, to include the names and contact details of two referees);
2. A covering letter detailing how your experience, skills and qualifications meet the criteria for the post;
3. A completed Employment Application Form (available from www.hertford.ox.ac.uk/about/vacancies).

Applicants are also asked to complete and return an Equal Opportunities Monitoring Form (available from the college website www.hertford.ox.ac.uk/about/vacancies). The information collected on the Equal Opportunities Monitoring form does not form part of the selection process and will not be circulated to the selection panel. It will be used solely to monitor the effectiveness of the college’s equality policy. Completed forms should therefore be sent to hr@hertford.ox.ac.uk as a separate document, and not contained in the same string as the other application materials.

Interviews will take place on Wednesday 28 November 2018. References will only be taken up for the successful candidate.
Candidates must be eligible to work in the UK, and the appointment will be subject to provision of proof of the right to work in the UK before employment commences. Regrettably, the college is not able to sponsor applicants for a Tier 2 visa for this post.

The position may be discussed further with the Registrar & Director of Admissions (lynn.featherstone@hertford.ox.ac.uk).

In accordance with the General Data Protection Regulation (GDPR), we have implemented a privacy notice to inform you, as a prospective employee of our college, of the types of data we will process about you. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data. This Privacy Notice can be found on our website at this address: https://www.hertford.ox.ac.uk/privacy.

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