Programme Administrator
Further Particulars

Job Title: Programme Administrator
Department: International Programmes
Salary: Grade 4 (University Scale)
Contract Type: Permanent
Hours: 36.5 hours per week
Responsible to: Assistant Director (Operations) and to the Co-Directors of IP
Responsible for: Supporting the Administrative Assistants

The Role Purpose: To support the Co-Directors in an administrative capacity by efficiently and effectively coordinating the Colleges International Programmes.

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 under-represented at Oxford, and this continues to be the focus of our outreach work.

Outside of the three 10-week terms, during Easter and summer, the College is exceptionally busy hosting the International Programme.
The Programme Administrator Role

The list of duties presented below is not exhaustive.

The day to day tasks and duties which make up the bulk of the role

- Recruitment, training and management of the Residential Advisers (RAs):
  The role holder is responsible for recruiting, training and managing the team of RAs who work with us in the summer/Easter time. Last year, this team numbered 120 people. The role holder will manage the RA team by regular meetings, and often daily contact where necessary. With direction from HR, the role holder will help to implement any changes in employment regulations and be responsible for any necessary low-level disciplinary actions.

- Planning, providing and updating the department’s commercial information to allow strategic information to be planned and managed. This work involves regular updating of Word and Excel documents and communicating changes/updates to the IP and wider college teams. The role holder will hold regular weekly team meetings with the Catte Street team to ensure efficient future operations/planning.

- Working on a daily basis with a high number of international universities, departments and faculties to assist with the planning and delivery of the IP team’s objectives. This involves regular e-mail and telephone communication between the parties.

- Taking care of our international delegations and visitors is a crucial part of the role; you must be willing to take care and to help a large number of guests during their time at Hertford. This help may include (but not limited to) giving presentations, pastoral, welfare, IT, tourism and logistical assistance.

- Overseeing the organisation of internal supplier provision to ensure that the department’s objectives are achieved.

- The role holder will be responsible for ensuring that the college teams have the correct information to provide support to the IP team’s operations. This mainly will take the form of managing the information flow to and from the two largest teams (catering and housekeeping), as well as with other teams in college. This information is updated using the Forum database.

- The role holder will attend regular internal meetings to represent the IP Department.

- Maintain regular contact with the Bursary Department, to ensure accurate financial information is given and received in a timely way. The role holder will also manage the RA payroll when applicable.

- Plan a range of souvenirs to be sold at suitable times, and ensure the profitability of the range.
• Assisting the Co-Directors to compile financial information relating to the delivery of the programmes. Occasionally, the role holder will assist the Co-Directors to provide financial information to college bodies and committees and to update departmental reports.

• Overseeing the work of the two Administrative Assistants to ensure that all duties are carried out in a timely and effective way. The role holder will work in a shared office, together with the Assistant Director (Operations)

• Working effectively and regularly with the IP Academic team, to provide information to help with the academic planning and delivery of programmes. The role holder will host weekly planning meetings with the academic team to ensure updated information is communicated

Occasional duties:

• In the absence of the Deputy Director (Operations), the Administrator will cover responsibility for the operations of the Catte Street office and team.
• There may be occasional travel to attend meetings, educational conferences, and visits to university partners. This may be in Oxford, in the UK or abroad.

During the busiest times (Easter vacation and summertime) the Administrator will be expected to work longer hours to cover the increased workload, and to ensure that the job is completed. The role requires that the post holder undertakes the necessary unusual hours, in order to ensure that the additional workload is completed.

Usually, the busiest times are during the summer months, when it is reasonable to expect to work longer hours from late June to mid-September. A certain number of weekend days are expected to be worked during the summer, as student groups typically arrive and depart at the weekends.

Time off in lieu will be given for this additional work, over and above the usual working day. Easter vacation work may occasionally cover the Easter weekend, depending on dates.

Other Duties
The post-holder may be required to undertake other duties at the direction of the Co-Directors, the Assistant Director (Operations) or the Bursar.

Person Specification

Essential Skills and Experience
• Similar experience in a Business Management Administration role
• Be hard working and have an excellent work ethic
• Have a proactive and confident nature
• Able to demonstrate that you are a team player, who will rise to a challenge to ensure the success of the team
• Good sense of humour, reacts positively to unexpected situations
• Excellent standard of English required, written, verbal and attention to detail
• Understands college and university ethos and organisation
• A sociable “people person” who is able to work with a diverse range of people (from university Presidents to students)
• Enjoys working in a busy office environment, is able to work longer hours in our busiest times including the flexibility to work evenings and weekends as required
• Is stimulated by working in a varied role
• Able to manage a team of university students
• Advanced IT literate (Word, Excel, accommodation database)
• Experience of implementing new systems, processes and procedures
• Highly numerate, with experience of planning and operating within budgets
• Ability to prioritise effectively and delegate tasks whilst retaining responsibility
• A positive and ‘can do’ attitude to work, with the ability to remain calm under pressure
• Willing to undertake training as provided by the College or external provider.

Desirable
The post-holder will ideally possess:
• An understanding / interest in Asian culture
• A tactful nature
• Good inter-cultural skills and awareness
• Experience of managing Health and Safety risk assessments.

Terms and Conditions

These are 36.5 hour per week permanent appointments, available for immediate start.

The salary will be on grade 4 of the university scale (£22,417 to £28,331 per annum depending upon experience)

The post-holders 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 you will granted time off in lieu).

Benefits:
Annual leave: The college offers an annual leave entitlement of 28 working days (five to be used for Christmas Closure), plus Bank Holidays, pro-rata for part-time employees. Bank holidays which fall within the full terms of the University of Oxford are normally worked, for which time off in lieu will be given. The holiday year runs from 1st October to 30th September. Additional holiday days are awarded as longer services awards.

Free Meal: When on duty, a meal is provided free of charge when the kitchens are open.

Pension: The post is eligible for membership of the USS Pension Scheme.


Travel Pass Loan: A discounted travel scheme is available with monthly deductions from salary.

Cycle to Work Scheme / Bike Loan: Monthly deductions from salary. On site cycle repair service at discounted rates.

Sports Facilities: Access to the University Sport club and Hertford’s on-site gym.
University Card: for discounts in shops, cafes and restaurants and University Leisure facilities.

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.

You may also be required to submit to a medical assessment that is satisfactory to the College, a medical questionnaire will be provided if relevant to your 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 Thursday 16th January 2020.

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 Tuesday 21st January 2020. References will only be taken up for the successful candidates.

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 Assistant Director (Operations), Fatjon Alliaj (fatjon.alliaj@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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