Hertford College is looking to appoint a full-time Admissions Officer to manage the admissions processes for undergraduate and graduate students.

The College

Hertford is one of the larger Oxford colleges, with roughly 700 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 125 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.

Academic Office

The Academic Office is a small, busy, and friendly office, responsible for all aspects of the college’s academic functions, from pre-admissions outreach activities to graduation. 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 both the academic and admissions operations and the Academic Office team. The team comprises
• Academic Services Manager – on-course undergraduate and tuition administration, coordination of disability support, deputises for Registrar
• Academic Officer (Graduate Studies & Visiting Students) – on-course graduate and all visiting student administration, Academic Office project work
• Admissions Officer – undergraduate and graduate admissions, graduate scholarships, college open days and offer-holder support
• Outreach & Communications Officer – outreach strategy and delivery, college communications, website and social media
• STEM Outreach Officer – outreach strategy and delivery, focus on STEM projects
• Academic & Admissions Assistant – first point of contact, supporting key academic processes and activities
• Director of the Visiting Student Programme – overall direction of the programme, with focus on academic curriculum and partnership liaison.

The Admissions Officer 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 Admissions Officer Role

The Admissions Officer manages the planning, co-ordination, and delivery of all aspects of the undergraduate and graduate admissions processes, including the organisation of undergraduate admissions interviews in December. With the support of the Academic & Admissions Assistant, the post-holder ensures that these processes are executed efficiently, to the highest possible standard for candidates and college academic staff alike. The post-holder is also responsible for coordinating the organisation of Open Days, and supporting access, outreach and induction activities.

Main duties of the role

Undergraduate Admissions Process

The undergraduate admissions process is one of the most intense periods in the student administration calendar. It begins in October and continues on a largely full-time basis until December, with post-offer correspondence and feedback running until April. The annual cycle is completed with the confirmation of places exercise in mid-August.

The post-holder will be responsible for the administration of all aspects of the college’s undergraduate admissions process, including

• ensuring compliance with the University’s admissions procedures through attendance at relevant training, briefings, workshops, and meetings, and keeping up-to-date with the specific admissions processes followed by individual subjects;

• liaising with tutors, including co-ordinating and timetabling interview schedules, and maintaining databases and processing applications (requiring use of the University’s databases, and local systems);

• liaising with the domestic departments in college in the lead-up to and during the interview period, including provision of information regarding accommodation and dietary requirements for interview candidates, and making meeting room bookings (NB the process in 2021 will be conducted remotely);
• liaising with candidates; preparing offer and rejection letters; tracking conditional offer fulfilment and verifying qualifications where necessary; drafting and issuing undergraduate financial declarations and undergraduate student contracts; and creating CAS requests for international students requiring a Tier 4 visa to study;

• collating and preparing feedback letters;

• organising the recruitment, training and work of the undergraduate student ambassadors who support the interview process;

• liaising with other departments, college officers, and constituencies as required, such as Admissions Officers at other colleges;

• supporting the coordination of the annual organ scholarship process; and

• record-keeping and data management which relates to the admissions exercise; assisting the Registrar & Director of Admissions in preparing reports and statistics for college committees; retaining records on admissions in compliance with legislative requirements; and assisting the Registrar & Director of Admissions in completing the annual self-certification of good practice.

Graduate Admissions Process

The graduate admissions process runs on a rolling basis from, roughly, January until July each year, and includes working closely with the Tutor for Graduates, who has overall responsibility for the process.

The post-holder will be responsible for the administration of all aspects of the college's graduate admissions process, including

• overseeing the processing of graduate applications, including communicating with candidates, allocating applications to tutors and collating their evaluations, and issuing offer letters; tracking offers and withdrawals; issuing and assessing financial declarations in line with University guidelines;

• using the University’s student record management system, and liaising with the central Graduate Admissions and Funding team, and with departments and faculties;

• working with the Accommodation Officer in the allocation of accommodation; offering advice and guidance to offer-holders, particularly international students and those unfamiliar with Oxford;

• coordinating the administration of the college’s graduate scholarships, and providing clear records of student financial arrangements to the college Bursary; and

• supporting the annual graduate number planning process.

Open Days, Access & Outreach

The post-holder will be responsible for

• organising the Open Days (usually in June/July and September), including the recruitment, training and work of undergraduate student ambassadors, liaison with other college departments, and coordination of the event programme;
• dealing with admissions enquiries from schools, colleges, and prospective applicants, and offering brief tours to prospective applicants visiting in person;

• supporting the college’s outreach work by providing administrative assistance for events, representing the college and University at a small number of UCAS HE Fairs, and keeping records of all outreach activity collectively undertaken by Hertford; and

• in collaboration with the outreach team, ensuring the accuracy of the college’s entries in college and University publications and relevant information on the college website; contributing to the creation of Hertford-specific promotional material, and maintaining supplies.

Student Registration and Induction

The academic year runs from the start of October, when all undergraduates and most graduates commence their studies. A small number of graduate students arrive at the start of the two other academic terms, in mid-January and late April. On occasion, the college receives students on exchange schemes from other (overseas) institutions.

The post-holder will be responsible for

• communicating with offer-holders, carrying out relevant updates to the college’s internal records and creating the student files, liaising with tutors and other college departments;

• processing the registration of incoming exchange students, liaising with tutors and other college departments, as appropriate; and

• coordinating the organisation of the annual Fresher Welcome Day for new undergraduates in mid-September, and other bridging and induction programmes.

Other Duties

The post-holder will provide day to day supervision in relation to admissions duties of the Academic & Admissions Assistant, who provides support for both undergraduate and graduate admissions exercises.

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.

Essential

The post-holder is required to be:

• in possession of proven administrative skills, and to be well-organised and clear-thinking, with the ability to multi-task, solve problems, and work calmly and logically in order to meet multiple and sometimes conflicting deadlines;

• quick to learn new systems and processes, and to have the capacity to assimilate, understand, and retain complex information at speed, while maintaining accuracy and an eye for detail;
• able to develop a good understanding of the professional field, and to have the capacity to apply knowledge of relevant policies, procedures, and developments to the specific aspects of the role;
• able to work independently, practically, and resourcefully 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;
• in possession of excellent written and oral communication skills, with the ability to deal confidently and appropriately with a wide variety of people, including tutors, college staff, admissions candidates, teachers and parents, and external agencies;
• tact and discretion in dealing with confidential or sensitive matters, and sensitivity to the particular needs of students from a diverse range of backgrounds;
• 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 willingness to work irregular hours as the role requires (including evenings and weekends on occasion), 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:

• experience of working in admissions or educational outreach work, or of working in another capacity in Higher Education;
• sympathy with the values, ethos, and objectives of a small, collegiate institution;
• familiarity with ADSS (Oxford’s Admissions Decisions Support System), eVision, and/or other University IT systems.

Terms and Conditions

This is a permanent appointment, available from mid-August 2021, or as soon as possible thereafter.

The salary will be (£29,176 - £34,804, with a discretionary range up to £38,017 p.a., depending on skills and experience) the equivalent of grade 6 of the university scale. The post is eligible for membership of the OSPS/USS pension scheme.

The post is full-time, 37.5 hours per week. 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).

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.
Employee Benefits Platform: Free access to thousands of discounts and savings via vouchers, reloadable cards, cashback and online voucher codes.
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 OSPS or USS Pension Scheme, further details can be found at https://finance.admin.ox.ac.uk/pensions
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.
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 to hr@hertford.ox.ac.uk by noon on Monday 28 June 2021

1. CV (maximum three sides of A4)
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 in the week commencing Monday 5th July 2021. 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 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.

Hertford College is an Equal Opportunities Employer