

ST HUGH'S COLLEGE, OXFORD



Further particulars for the post of Academic Officer

St Hugh's College

St Hugh's College was founded in 1886 as a women's college and became fully mixed in 1986. The College has some 420 undergraduates and around 400 graduates, 70 Fellows, 30 college lecturers, and a non-academic staff of 100. From its beautiful site in North Oxford, the College promotes a culture of research and intellectual engagement.

About the post

This post falls within the College Office, which handles the College's academic administration under the direction of the Senior Tutor; the College Office provides information and support to students, tutors, staff, prospective students, and members of the public. The Academic Registrar oversees the work of the Academic Officer, as well as that of the Deputy Academic Registrar, the Admissions Coordinator, and the Outreach Officer. Whilst each member of staff has particular responsibilities, the College Office works as a team, with members assisting one another as the need arises. The post offers a good opportunity for someone with excellent organisational, IT, and inter-personal skills to have a significant role in ensuring that the information and processes vital to the College's administration are maintained and developed at the highest level. The main administrative processes for which the Academic Officer has responsibility are:

Academic Reporting: the College Office is responsible for gathering and recording reports from tutors about their students, made using the online tutorial reporting system (OxCORT). The Academic Officer is responsible for setting up database relationships and ensuring that reports are filed at the correct time. The Academic Officer must also be able to advise students and staff in the use of the College's tutorial reporting system. The postholder has responsibility for the annual archiving process, and management of twenty years of student files; with this comes oversight of the College's physical data security.

Communications: responsible for the College Office pages of the St Hugh's website, the Academic Officer also plays a role in the College's internal communications: writing brochures, posters, information leaflets for new students, and often explaining unfamiliar terminology. The postholder will also work with the Wellbeing Coordinator to enhance and promote student welfare support.

Recruitment: administering academic appointments throughout the year, the Academic Officer must be fluent in the University's recruitment terminology and the structures surrounding academic appointments, and aware of HR requirements relating to visas and right to work checks. The postholder must be able to correspond clearly and courteously with candidates and referees,

and to treat the process with complete confidentiality. Academic recruitment requires collaboration with the Academic Registrar and Senior Tutor.

Feedback: designing and creating surveys and questionnaires as needed throughout the academic year; where appropriate, monitor feedback, judge when to escalate particular issues, produce reports of results and suggest basic recommendations.

Student Visas: responsible for conducting visa attendance checks with tutors and administrative staff; scanning and logging new students' visas. This requires a thorough knowledge of the University's legal obligations, and the ability to explain these persuasively to those whose compliance is required.

Student Induction: working with the Admissions Coordinator, the Academic Officer helps in the planning and administration of the College's induction events and materials. The postholder will also assist at welcome events, including matriculation.

Problem Solving: drawing on knowledge of the institution to provide advice, and answering a wide range of enquiries and difficulties which come to the College Office, including complaints, students in distress, technical questions from teachers, and queries from members of the public. The role requires sound judgement, delicacy, and tact, as well as a readiness to learn new skills and information so as to assist students and staff.

Role in the College Office: minuting fortnightly College Office meetings, and circulating action points. Explaining details of the role to other team-members, and providing guidance in the College's processes to new and current team members, and to members of other teams. Ordering stationery and other supplies for staff and tutors, maintaining a good relationship with suppliers and acting as point of contact for photocopier maintenance.

Supporting the Deputy Academic Registrar: The Academic Officer provides support for most of the College Office's processes, including examinations, and graduations ceremonies. This work requires administrative ability to manage large processes, and a readiness to take responsibility for event planning.

The post is available from June and a mutually convenient start date will be agreed with the successful applicant. The hours of work will be 37.5 hours per week, usually Monday-Friday, 9am-5pm, with a break for lunch. At certain times of year, the post will require longer working hours and some Saturdays, which will be compensated for by time off in lieu.

Selection criteria

The person appointed will have the following qualities:

Essential:

- A good undergraduate degree or equivalent
- Strong oral and written communication skills
- Excellent inter-personal skills
- Excellent IT skills, including a high level of competence in database work, and knowledge of Microsoft Office

- A high level of personal organisation and accuracy
- The ability to work under pressure and to meet deadlines
- The ability to work both independently, and as part of a small team

Desirable:

- Knowledge or experience of Oxford University or its colleges, particularly involving contact with students
- Experience of design software and website editing

Benefits

Salary: the post will be remunerated in the region of £25,759 per annum depending on experience. Salary will be determined according to qualifications and experience.

Holiday: The postholder will receive a paid holiday entitlement of 38 days, including bank holidays and the period during which the College is closed over Christmas, during a complete holiday year. Please note that the College reserves the right to require staff to work any or all of May Day and the Spring Holiday. Leave may not normally be taken during Full Term, the week immediately preceding it, or during the undergraduate admissions exercise.

Meals: a free lunch is available when on duty and when the College kitchens are open.

Pension: entitlement to join a contributory pension scheme after the successful completion of the probationary period.

Staff development: the University's Learning Institute runs an extensive programme of training courses, and IT courses are provided by the University. The postholder will be encouraged to attend sessions as appropriate, and there may be the opportunity to attend externally organised seminars and conferences as relevant.

Appointment procedure

By **Noon on Monday 28th May**, applicants should complete the online application form, uploading as one file a covering letter, CV, and the details of two referees.

Applicants are asked to submit a recruitment monitoring form to the HR Office (hr@st-hughs.ox.ac.uk); the form is also located on the College website.

Prospective applicants wishing to discuss the position should contact the Academic Registrar (thea.crapper@st-hughs.ox.ac.uk).

St Hugh's College is an equal opportunities employer.