

Job Description

1. **Job title:** Academic Support Officer
2. **Hours:** 37.5 hours per week
3. **Salary:** University Grade 5: £32,311.59 - £37,615.50, inclusive of a pensionable Oxford University Weighting of £1,500 per year (pro rata)
4. **Reports to:** Deputy Academic Registrar
5. **Direct reports:** None

6. **Job summary**

This post sits within the College Office, which handles the College's academic administration under the direction of the Academic Registrar and Senior Tutor. The College Office provides information and support to students, tutors, staff, prospective students, and members of the public, and is made up of the Academic Registrar, the Deputy Academic Registrar, the Academic Support Officer, the Admissions Coordinator, and the Outreach and Partnerships Manager. The Academic Support Officer reports to the Deputy Academic Registrar. 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 interpersonal 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.

7. **Key relationships**

The postholder will be responsible to the Deputy Academic Registrar, and ultimately to the College's Senior Tutor (who is Tutor for Admissions and Tutor for Graduates). They will liaise regularly with tutors, students, staff, applicants, teachers and parents, departments and faculties, and the University's various offices and colleges.

8. **Background**

St Hugh's is one of the constituent colleges of the University of Oxford and is an independent, self-governing institution and registered charity. Founded in 1886 to educate women who were otherwise excluded from the University, St Hugh's is proud of its reputation for being a friendly, inclusive, and progressive community, and is committed to becoming the best employer in the collegiate University. One of the largest colleges in Oxford, there are around 1,000 students, more than 60 Fellows, over 50 lecturers working in a wide range of academic subjects, and a non-academic staff of 120 across all of the College's support and administrative operations.

The College is run by the Governing Body, consisting of the Principal, 48 academic Fellows, and the senior officers of the College such as the Senior Tutor and the Bursar. The members of Governing Body are the Trustees of the charity and have ultimate responsibility for the governance and operations of the College, although much of this is delegated on a day-to-day basis to a number of key committees and officers.

9. **Main Responsibilities**

- **Academic Administration:** overseeing the day-to-day on-site tasks of the College Office, including writing transcripts, answering queries, and liaising with the University Card Office. The Academic Support Officer must develop a broad familiarity with all of the College Office processes, and a sound understanding of how these interact with those of other College and University Departments. It is

essential that the postholder is able to communicate clearly and courteously with a wide variety of contacts (students, prospective students, alumni, tutors).

- **Academic Reporting:** the College Office oversees reports from tutors about their students, made using online tutorial reporting systems (TMS and GSR). The Academic Support Officer is responsible for ensuring that staff and students appear correctly in the reporting system, and must also be able to advise students and staff in their use. 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.
- **Degree Days:** the Academic Support Officer will assist the Deputy Academic Registrar with arrangements for degree conferrals throughout the year, with particular responsibility for coordinating historic bookings and responding to queries for all booking types. The Academic Support Officer will assist with the arrangements for graduation events throughout the year.
- **Collections:** working in collaboration with the Deputy Academic Registrar, the Academic Support Officer will administer the termly Collections (College examinations) process. Tasks include: taking bookings for Collections; ensuring that all papers are timetabled and correctly distributed to students, and scripts passed onto markers; and receiving marks.
- **Graduate Student Support:** guiding students through the University's processes for extension requests and late excusal applications to the Proctors; dealing tactfully and responsibly with sensitive medical information, and responding calmly and helpfully to worried or unwell students. The Academic Support Officer must be able to understand and explain University procedures to students and Tutors and be able to judge when to liaise with the Deputy Academic Registrar and the Academic Registrar on difficult cases. They must understand and be aware of the requirement to comply with the General Data Protection Regulations and other relevant legislation relating to managing and working with confidential information.
- **Student Visas:** responsible for conducting visa attendance checks with tutors and administrative staff; scanning and logging all new students' visas, ensuring that the office holds up-to-date visa information for all students; submitting CAS requests and providing ATAS documentation as required for students returning from suspension. The postholder will explain the University's legal obligations to those whose compliance is required.
- **Student Induction:** working with the Deputy Academic Registrar and the Academic Digital Support Officer, the Academic Support Officer helps in the planning and administration of the College's induction events and materials. The postholder will also assist at welcome events, including Registration.
- **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.
- **Admissions:** assisting the Admissions Coordinator with the organisation and administration of the annual undergraduate admissions exercise. This involves assisting with a number of tasks, and answering queries from both tutors and applicants.
- **Supporting the Deputy Academic Registrar:** The Academic Support Officer provides support for most of the College Office's processes, including examinations, and graduation ceremonies. This work requires administrative ability to manage large processes, and a readiness to take responsibility for event planning.
- **Role in the College Office:** explaining details of the role to other staff members as required, and providing guidance in the College's processes where necessary. Managing the College's stationery orders for staff and tutors, maintaining a good relationship with suppliers and acting as point of contact for photocopier maintenance. Representing the College Office at Health and Safety Action Group.

10. Selection criteria

Essential

- Educated to degree level, or equivalent professional experience
- Experience of supporting administrative processes

- Strong oral and written communication skills
- Ability to interpret, apply and communicate regulations and procedures
- Excellent inter-personal skills
- Excellent IT skills, including a high level of competence in spreadsheet, word-processing packages, online learning environments, and updating websites, as well as a capacity to learn new applications
- Proven skills in document presentation and creation (e.g. flyers, brochures, handbooks,)
- 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 & other information

- Pension: employment with the College provides enrolment into the Oxford Staff Pension Scheme (OSPS).
- Annual leave: 30 days of annual leave and 8 public holidays per year for full time equivalent staff. Holidays are generally not taken during term time, and eight days of annual leave is reserved to cover the Christmas break when the College is closed).
- Meals: provision of meals free of charge while on duty when the kitchens are open and tea and coffee.
- Health & Wellbeing:
 - Employee Assistance Programme – a free confidential helpline and counselling
 - Free annual flu jab
 - Free eye tests for all staff and a contribution towards new glasses if your prescription has changed
- Travel Pass Loan: a discounted travel scheme is available with monthly deductions from salary.
- Cycle to Work Scheme/Bike Loan: monthly deductions from salary.
- University Staff Benefits: staff at Oxford can enjoy a wide range of benefits through the University including retail and free visitor access to the University's colleges, gardens, libraries and museums, and events.

How to Apply

To apply for this role please email a completed application form, along with your cv, and a covering letter to recruitment@st-hughs.ox.ac.uk by **9am on Friday 28th February 2025**. Two references will be required for shortlisted candidates prior to interview.

Applicants are asked to complete an equal opportunities monitoring form and send it to recruitment@st-hughs.ox.ac.uk by the deadline

It is anticipated that interviews will be held in person at St Hugh's in the week beginning 10th March.

St Hugh's is a self-governing college of Oxford University and is an Equal Opportunities Employer.