St Hugh's College
UNIVERSITY OF OXFORD

Academic Office Coordinator

Job Description

1. **Job title:** Academic Office Coordinator

2. **Hours:** 37.5 hours per week – 12-month fixed-term contract.

3. **Salary:** £33,618.00 - £39,097.50 inclusive of Oxford University Weighting (University Grade 5)

4. **Reports to:** Academic Support Officer

5. **Direct reports:** none

6. **Job summary:** The Academic Officer Coordinator will provide administrative support for our Outreach programme for a fixed period as part of the cover arrangements for a period of maternity leave. The postholder will also manage on-course student administration processes, and provide administrative support across the Academic Office. The postholder will work closely with the Outreach Officer, who leads on the development and delivery of the College's Outreach programme

7. **Key relationships:** Academic Office colleagues, Outreach Officer, Senior Tutor, subject tutors, students, external contacts (including teachers)

8. **Background**

St Hugh's is one of the constituent colleges of the University of Oxford and is an independent, self-governing institution that is also a registered charity. Founded in 1886 to provide an excellent education to 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.

The Academic Office team is responsible for the College's academic administration under the direction of the Academic Registrar and Senior Tutor. The team provides information and support to students,

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tutors, staff, prospective students, and members of the public. Whilst each member of staff has particular responsibilities, the College Office works as a team, with members assisting one another as the need arises.

9. Main Responsibilities

- Manage a range of on-course administration processes, including graduation bookings, the production of transcripts and student letters, the coordination of termly activities such as Collections (mock exams) and visa monitoring, ensuring that processes are completed accurately and within required deadlines.
- Act as a first point of contact for students visiting the Academic Office, responding to a wide range of enquiries, exercising judgement in resolving issues and taking ownership of queries through to resolution or referring more complex matters to other members of the college team where appropriate.
- Coordinate the administration of the College's Outreach programme, including liaising with schools to book inbound and outbound school visits; organising the Teachers' Summer School; working with the Outreach Lead to organise University open days; and dealing with queries from potential applicants, teachers, colleagues and members of the public.
- Coordinate the practical arrangements for Outreach events and activities, including inbound and outbound school visits, open days, and targeted programmes, and liaising with relevant internal and external stakeholders.
- Provide administrative support across the Academic Office, taking responsibility for designated processes and contributing to the effective running of the office.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by changing needs and the overall business objectives of the College.

10. Selection criteria

Essential

- Educated to A-level standard or equivalent
- Experience of managing and coordinating administrative processes.
- Strong oral and written communication skills
- Ability to interpret, apply and communicate regulations and procedures
- Excellent inter-personal skills, including the ability to work with internal and external stakeholders at a variety of levels
- Strong customer service skills

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- Excellent IT skills, including a high level of competence in spreadsheets and word-processing packages, as well as a capacity to learn new applications
- Strong organisational, time management and problem-solving skills.
- The ability to work under pressure and to deal with multiple priorities
- The ability to work both independently and as part of a small team

Desirable

- Experience in an administrative role in higher education or a similar field
- Knowledge or experience of Oxford University or its colleges, particularly involving contact with students
- Experience working in an outreach role or within a school environment

Benefits

- 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 (10 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 telephone helpline with access to face-to-face 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.



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How to Apply

To apply for this role please download, fill out and submit an application form and equal opportunities monitoring form and send alongside a copy of your CV via email to hr@st-hughs.ox.ac.uk. References will be taken up for the successful candidate.

Closing date: Applications close 17:00 Wednesday 2 December 2026

Interviews: It is anticipated that interviews will be held in person at St Hugh's as soon as possible after the closing date.



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