



DEPARTMENT OF
**COMPUTER
SCIENCE**

University of Oxford Department of Computer Science

Job description and selection criteria

Job title	Apprentice Administrator - Professional Programmes
Division	MPLS
Department	Computer Science
Location	Wolfson Building, Parks Road, Oxford.
Grade and salary	Apprentice Grade: £16,039 (salary progression through successful completion of programme)
Hours	Full time
Contract type	Fixed term Apprenticeship (Two Years)
Reporting to	Shirley Sardar, Office Manager
Vacancy reference	130113
Additional information	<p>This role will not attract sufficient points to obtain a sponsored Tier 2 visa under the points-based immigration system. However, applications are welcome from candidates who don't currently have the right to work in the UK, but who would be eligible to obtain a visa via another route.</p> <p>No relocation expenses apply to this post.</p>

Apprenticeships at the University of Oxford

Becoming an apprentice at the University of Oxford is an excellent opportunity to gain practical experience and training. You will work alongside experienced colleagues, whilst learning on the job and appropriate objectives will be set during the course of the Apprenticeship. At the same time, you will study for formal qualifications in your field.

All new apprentices are initially appointed on Apprentice Grade 1 and progress in accordance with the University's Apprenticeship guidelines.

For more information please visit: www.apprenticeships.ox.ac.uk/



Professional Programmes

The Computer Science Department's highly successful Professional Programme in Software Engineering of part-time postgraduate education is aimed at software professionals working in industry. The programme has over 340 students working towards MSc degrees in Software Engineering and in Software & Systems Security. Students take three or four short modules a year, each based around a single week of intensive teaching. Students are all allocated a supervisor to provide technical guidance and feedback on academic progress and in relation to their projects.

For further details of our Professional Programmes, see <https://www.cs.ox.ac.uk/softeng/>

The role

You will work as an Apprentice Administrator in the Professional Programmes administration team. You will be required to complete a 2 year training programme that will cover all aspects of the role and will be delivered through in-house training, as well as day-release or other distance learning methods delivered by Abingdon & Witney College.

Depending on your previous experience and qualifications, you will complete a Level 2 or Level 3 in Business Administration Apprenticeship

College attendance and successful completion of these studies is an essential requirement of this Apprenticeship.

You will have an interest in and an aptitude for business administration and providing excellent customer service to internal and external stakeholders. Through this appointment you will gain a practical insight into a very busy and highly successful administrative team within the Department of Computer Science and the experience required to support students and potential students on the Professional Programme.

You will be allocated a primary set of duties and, as the role develops, they will be expanded to gain both skills and experience in all aspects of student and programme management, including module registration, the preparation of course notes and information packs, the processing and managing of student feedback and teaching room set-up. The role is an excellent opportunity for someone who is interested in performing a diverse set of activities, supporting exceptionally talented people from industry gain a Masters qualification and someone who is capable of working at an efficient and fast pace.

Responsibilities

You will learn how to act as a point of contact for external and internal lecturers and existing and prospective students, and will provide advice and assistance with the practical arrangements for teaching.

You will:

- Assist in the provision of general administrative support which will include document preparation, photocopying, scanning, and assembly and distribution of documents to support modules and interviews.
- Learn to set up the teaching facilities, responding to requests for additional equipment in a professional and timely manner, and tidying up teaching rooms at the end of each day
- Develop your skills to meet and greet students, both at interview stage, and day 1 of their modules, familiarising them with the programme and the facilities, and dealing with routine enquiries.
- With support, maintain accurate and consistent records of student attendance and participation on course.
- Learn to manage booking and confirmation of all accommodation for external lecturers.
- Support marketing events such as exhibitions and open days, providing information to prospective applicants regarding the programme.
- Book rooms and organise refreshments for admissions interviews.
- Learn about the distributing of promotional material to industry contacts.
- Learn about collecting and distributing of post and deliveries for the programme.
- Develop skills so as to provide administrative support for academic staff as required.
- Liaise with the Computer Science facilities and IT support teams to report issues with equipment or facilities.

Any other duties commensurate to level of responsibility and experience of the post holder as requested by the Office Manager.

Hazard-specific / Safety-critical duties

This job includes the following hazard-specific or safety-critical duties which will require successful pre-employment health screening through our Occupational Health Department before the successful candidate will be allowed to start work:

- Regular manual handling

Selection Criteria

Applications will be considered using the criteria listed below. You should clearly show how you meet these criteria in your application, giving examples if you can.

Essential

- Educated to GCSE standard (English and Maths grade C) or equivalent
- Good communication skills both orally and in writing in English, in order to accurately create and maintain documents and liaise with customers both internally and externally, face to face, on the phone and in writing.
- Able to demonstrate an aptitude for the skills taught in the Apprenticeship (for example through work experience, qualifications or references)
- Experience of Microsoft Office applications, including Word and Excel and a demonstrable aptitude for learning new IT systems.
- Ability to work effectively as part of a team; willingness to learn from others, sharing information and communicating in a way which encourages mutual co-operation and understanding.
- Able to demonstrate an understanding of the importance of good customer service.
- The willingness to work flexibly where the need arises (for example, on interview or induction day where the day may be slightly longer or occasional Saturday open day)

Desirable

- GCSE in IT or Business Studies
- Experience of working in an office environment, in an administrative role

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities. Income from external research contracts in 2014/15 exceeded £522.9m and we rank first in the UK for university spin-outs, with more than 130 companies created to date. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information please visit www.ox.ac.uk/about/organisation

Department of Computer Science

The Department of Computer Science was established in 1957, making it one of the longest-established Computer Science departments in the country. It is one of the UK's leading Computer Science Departments (ranked first in a number of international rankings). The Research Excellence Framework (REF) in December 2014 resulted in 74 members of the Department having 53% of their research activity ranked in the top category of 4* (world-leading). Overall, we received an average of 3.34 across the department (3* being internationally excellent). A significant majority of the Department are active in externally sponsored research, with both government and industrial funding. At present there are 69 members of academic staff and over 100 research staff.

The Department has close links with government, industry, and other departments within the University. Among the latter are Mathematics, Engineering, Physics, Statistics and a number of life sciences departments. The Department is housed across multiple sites within the University's South Parks Road Science area, facilitating strong collaborative links with research groups and institutes in closely allied areas (including the Oxford Internet Institute and the Oxford e-Research Centre). This is an essentially inter-disciplinary activity which is at present attracting major funding from a number of sources. At present the Department holds over £50m in external research contracts.

For more information please visit: <http://www.cs.ox.ac.uk/>

The Mathematical, Physical, and Life Sciences Division (MPLS)

The Mathematical, Physical, and Life Sciences (MPLS) Division is one of the four academic divisions of the University. Oxford is widely recognised as one of the world's leading science universities. The disciplines within the MPLS Division regularly appear at the highest levels in world rankings. In the results of the six-yearly UK-wide assessment of university research, REF2014, the MPLS division received the highest overall grade point average (GPA) and the highest GPA for outputs. We received the highest proportion of 4* outputs, and the highest proportion of 4* activity overall. More than 50 per cent of MPLS activity was assessed as world leading.

The MPLS Division's 10 departments and 3 interdisciplinary units span the full spectrum of the mathematical, computational, physical, engineering and life sciences, and undertake both fundamental research and cutting-edge applied work. Our research addresses major societal and technological challenges and is increasingly focused on key interdisciplinary issues. We collaborate closely with colleagues in Oxford across the medical sciences, social sciences and humanities, and with other universities, research organisations and industrial partners across the globe in pursuit of innovative research geared to address critical and fundamental scientific questions.

MPLS is proud to be the home of some of the most creative and innovative scientific thinkers and leaders working in academe. Our senior researchers have been awarded some of the most significant scientific honours (including Nobel prizes and prestigious titles such as FRS and FR.Eng) and we have a strong tradition of attracting and nurturing the very best early career researchers who regularly secure prestigious fellowships. The Division is also the proud holder of eight Athena Swan Awards (4 Silver and 4 Bronze) illustrating our commitment to ensure good practice and to encourage women in science at all levels in the division.

We have around 6,000 students and play a major role in training the next generation of leading scientists. Oxford's international reputation for excellence in teaching is reflected in its position at the top of the major league tables and subject assessments. MPLS academics educate students of high academic merit and potential from all over the world. Through a mixture of lectures, practical work and the distinctive college tutorial system, students develop their ability to solve major mathematical, scientific and engineering problems.

MPLS is dedicated to bringing the wonder and potential of science to the attention of audiences far beyond the world of academia. We have a strong commitment to supporting public engagement in science through initiatives including the Oxford Sparks portal (<http://www.oxfordsparks.net/>) and a large variety of outreach activities; these are crucial activities given so many societal and technological issues demand an understanding of the science that underpins them. We also endeavour to bring the potential of our scientific efforts forward for practical and beneficial application to the real world and our desire is to link our best scientific minds with industry and public policy makers.

For more information about the MPLS division, please visit: <http://www.mpls.ox.ac.uk/>

How to apply

Before submitting an application, you may find it helpful to read the 'Tips on applying for a job at the University of Oxford' document, at: www.ox.ac.uk/about/jobs/supportandtechnical/.

If you consider that you meet the selection criteria and wish to apply, please note that the initial application process for this post is managed by the Training Provider Abingdon & Witney College.

Use the link on the 'Job Details' page to access the National Apprenticeship Service Site, then follow the on-screen instructions on how to apply.

Interviews and the final selection will be managed by the Department of Computer Science

Interviews will take place at the Department of Computer Science, Parks Road, OX1 3QD.

Closing date for applications: 12 noon on 9 August 2017.

Important information for candidates

Pre-employment screening

Please note that the appointment of the successful candidate will be subject to standard pre-employment screening, as applicable to the post. This will include right-to-work, proof of identity and references. We advise all applicants to read the candidate notes on the University's pre-employment screening procedures, found at:

www.ox.ac.uk/about/jobs/preemploymentscreening/.

The University's policy on retirement

The University operates an employer justified retirement age for all academic and academic-related posts (grade 6 and above), for which the retirement date is the 30 September immediately preceding the 68th birthday. The justification for this is explained at:

www.admin.ox.ac.uk/personnel/end/retirement/revisedejra/revaim/.

For **existing** employees any employment beyond the retirement age is subject to approval through the procedures: www.admin.ox.ac.uk/personnel/end/retirement/revisedejra/revproc/

There is no normal or fixed age at which **support staff** in posts at **grades 1–5** have to retire. Support staff may retire once they reach the minimum pension age stipulated in the Rules of the pension scheme to which they belong.

Equality of Opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Training and Development

A range of training and development opportunities are available at the University. Further details can be found at www.ox.ac.uk/staff/working_at_oxford/training_development/index.html.

For research staff only: Support for Research Staff

There is a particularly wide range of support for career development for research staff. Please visit: www.ox.ac.uk/research/support-researchers to find out more.

Pensions

The University offers generous occupational pension schemes for eligible staff members. Further details can be found at www.admin.ox.ac.uk/finance/epp/pensions/pensionspolicy/.

Information for international staff *(or those relocating from another part of the UK)*

A wealth of information is available on the University's International Staff website for staff who are relocating to Oxford from abroad, at www.admin.ox.ac.uk/personnel/staffinfo/international/.

The University of Oxford Newcomers' Club

The Newcomers' Club is aimed at helping partners of newly-arrived visiting scholars, graduate students and academic members of the University to settle in and to meet people in Oxford.

Transport schemes

The University offers a range of travel schemes and public transport travel discounts to staff. Full details are available at www.admin.ox.ac.uk/estates/ourservices/travel/.

University Club and University Sports Facilities

The University Club provides social, sporting and hospitality facilities. It incorporates a Club bar, a cafe and sporting facilities, including a gym. See www.club.ox.ac.uk for all further details.

University staff can use the University Sports Centre at discounted rates, and have the chance to join sports clubs. Please visit www.sport.ox.ac.uk/oxford-university-sports-facilities.

Childcare and Childcare Vouchers

The University offers quality childcare provision services at affordable prices to its employees. For full details about the services offered, please visit www.admin.ox.ac.uk/childcare/. **NB: Due to the high demand for the University's nursery places there is a long waiting list.**

The University also offers nursery fee payment schemes to eligible staff as an opportunity to save tax and national insurance on childcare costs. Please visit www.admin.ox.ac.uk/childcare.

Disabled staff

The University is committed to supporting members of staff with a disability or long-term health condition and has a dedicated Staff Disability Advisor. Please visit www.admin.ox.ac.uk/eop/disab/staff for further details.

BUPA - Eduhealth

Bupa Eduhealth Essentials private medical insurance offers special rates for University of Oxford staff and their families www.eduhealth.co.uk/mini-site/.

All other benefits

For other benefits, such as free entry to colleges, the Botanic Gardens and staff discounts offered by third party companies, please see www.admin.ox.ac.uk/personnel/staffinfo/benefits/.