



## Department of Education

### Job Description and Selection Criteria

<b>Job title</b>	<b>Senior Course Administrator (PGCE)</b>
<b>Division</b>	Social Sciences Division
<b>Department</b>	Education
<b>Location</b>	15 Norham Gardens, Oxford OX2 6PY
<b>Grade and salary</b>	Grade 6: £32,332 to £38,205 per annum, (pro rata for part time).
<b>Hours</b>	Full time
<b>Contract type</b>	Permanent
<b>Reporting to</b>	Academic Programmes Manager
<b>Responsible to</b>	PGCE Course Director
<b>Vacancy reference</b>	<b>168689</b>
<b>Additional information</b>	<i>Some weekend and out-of-hours working may be required.</i>

### The role

The purpose of the role is to provide administrative support for the MSc Education on various aspects of admissions, examinations, course administration, and web support. You will provide guidance on university policies (e.g. admissions, milestone progression) as well as providing oversight for student related activities and departmental initiatives. The work will require a high degree of professionalism in all aspects of administrative support.

The post holder will be an important point of contact for potential applicants, current students and staff. They will work as part of a small friendly team in a busy office. The work requires attention to detail and there is a strong focus on accuracy, efficiency and friendly service. The post holder will be expected to take responsibility for planning their work, manage short-term projects and activities, and to adapt and suggest improvements to procedures.

The post holder will work under the line management of the Academic Programmes Manager; they will also work closely with the Course Director for the PGCE, the PGCE subject leads, and the Director of Graduate Studies.

**The key relationships for this post are:**



- Dealing with enquiries from the public, applicants, students and University staff.
- Working collaboratively to support the Academic Programmes Manager, PGCE Course Director, the PGCE subject leads, the Director of Graduate Studies, the Engagement and Partnerships Lead and other team members where necessary.
- Coordinating with the relevant Course Administrators and Academic Assistant(s) to carry out shared relevant tasks as required.
- Liaising with administrative staff in the department, division, colleges and university administrative services.

## Responsibilities

- **General course administration and student support:** The post holder will support all administrative aspects for the PGCE, including the administrative preparation and distribution of teaching materials such as course handbooks, course committee(s), coordination of disability support, course evaluations, organisation of the timetable and other practical arrangements for teaching, etc. They will work closely with the Course Director, Engagement & Partnerships Lead, MSc Coordinator and the Academic Programmes Manager.
- **Examining:** The post holder will coordinate the smooth running of the examination process for their course and support members of the academic team who are involved with the examination process. This may include activities such as processing and distributing submitted assignments, co-ordination of marks for presentation to examiners, and assisting the course director and chair of examiners with the appointment of examiners and organisation of examiners' meetings.
- **Admissions:** The post holder will take the lead and be responsible for administrative aspects of the admissions process in accordance with external and University policy. They will provide advice to academic staff and to applicants on relevant policies and procedures.
- **Administrative services:** The post holder will provide a full, efficient, effective and professional administrative service, ensuring compliance with external and University legislation, policies and deadlines, together with comprehensive and accurate information, guidance and advice to academics and students on the PGCE; ensure in particular that team members are aware of, and operate in compliance with, data protection and information security requirements; provide expert advice to colleagues.
- **Student records and data management:** The post holder will manage the record-keeping and filing system for the PGCE and for admissions, as records pertain to the University but also other external agencies, such as HESA and the DfE, as required. They will make improvements to all record-keeping and filing systems as required.
- **Processes:** The postholder will ensure an excellent applicant and student experience for all students by planning, providing and supporting efficiency-orientated continuous improvement of administration including through coaching and performance management of staff and through the application of software to administrative processes; and by working effectively with other key staff in the department, such as in research facilitation, communications, finance and IT. They will also initiate and implement improvements to administrative procedures for all aspects of the course.
- **Management:** The postholder will manage and develop the PGCE administrative team, promoting a service-orientated, professional and purposeful culture, delivering high quality service for the Department.

- The post holder will provide advice to academic staff, students, and other staff on policies and procedures for the PGCE. They will use their initiative in making considered judgements when juggling demands or dealing with queries or anomalies. At critical periods, they will also support the MSc Coordinator, Engagement & Partnerships Lead and other Course Administrators as needed to provide outstanding service for all students of the department, regardless of academic programme.
- In addition to the responsibilities outlined above, the post holder will undertake any other duties commensurate with the grading of the post.
- Some weekend and out-of-hours working may be required.

## **Selection criteria**

### **Essential selection criteria**

- Proven administrative experience in a comparable role.
- Evidence of a high standard of written and oral communication, with ability to produce work to high professional standards.
- Excellent organisational skills and efficient working methods, able to manage and prioritise a number of competing tasks.
- Capable of interpreting, applying and communicating regulations and procedures.
- Able to work independently, using own initiative with good judgement for assessing when advice or approval is required, demonstrating a flexible and proactive approach to work.
- Able to produce accurate work to deadlines, without close supervision, and accustomed to handling large amounts of data and information and conflicting demands.
- IT proficient and capable of using a variety of software packages for a range of functions, and able to make suggestion and improvements to current provision.
- Effective interpersonal skills at all levels, able to communicate confidently and appropriately with an extensive range of people, and able to demonstrate tact and discretion, both when dealing with sensitive and confidential information, and in responding to the particular needs to students from a diverse range of backgrounds.
- Readiness to work closely with the wider team of administrators, and to deputise for some aspects of that member of staff's role.
- Capacity to follow, maintain and develop administrative systems and processes, including developing a good operational understanding of the relevant procedures and ability to explain these to a wide range of audiences.
- Numerate, with the ability to analyse complex information, workflows and processes and provide relevant suggestions for improvement.

### **Desirable selection criteria**

- Experience of using one or more of the software packages listed above in a similar context.

- Experience of working in the Higher Education sector, particularly in the area of course administration or similar

## **Pre-employment screening**

All offers of employment are made subject to standard pre-employment screening, as applicable to the post.

If you are offered the post, you will be asked to provide proof of your right-to-work, your identity, and we will contact the referees you have nominated. You will also be asked to complete a health declaration (so that you can tell us about any health conditions or disabilities so that we can discuss appropriate adjustments with you), and a declaration of any unspent criminal convictions.

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/](http://www.ox.ac.uk/about/jobs/preemploymentscreening/).

## **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 2016/17 exceeded £564m 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](http://www.ox.ac.uk/about/organisation).

## **Department of Education**

The Department of Education is a research-led Department, carrying out research which is of relevance not only to academics in the field of Education and related disciplines, but also to teachers, teacher educators, other education professionals, and policy makers. Its policy of developing both depth and breadth of research expertise remains central to successfully maintaining and enhancing our position as an internationally recognised centre of outstanding research. The 2021 Research Excellence Framework evaluation placed the department as the leader for education research in the United Kingdom. We have a world class reputation for research, as illustrated by our publication and funding portfolio, indicators of international and national academic leadership, research prizes, and commitment to mobilising research for the improvement of policy and practice and the benefit of children, parents, and communities. The department has a highly fertile research environment, with around 100 books published since

2010 and over 150 research seminars convened each academic year. All full-time members of academic staff are active researchers.

We have approximately 70 full-time and part-time teaching and research staff, 30 full-time and part-time administrative and professional staff, and around 525 students, of whom 182 were studying part-time.

Research in the Department is organised around three broad Themes: (i) Language, Cognition and Development; (ii) Policy, Economy and Society; (iii) Knowledge, Learning and Pedagogy. Each Theme consists of a cluster of Research Groups and affiliated Centres. All academic and research staff are attached to one or more research groups and research students are active in the groups. The research groups provide a forum for discussion of research ideas and articles in progress, to obtain critical commentary on current projects, and to plan new studies with colleagues. The externally-funded research centres are formally established units, organised around a coherent research plan and include OUCEA (The Oxford University Centre for Educational Assessment), SKOPE (Research Centre on Skills, Knowledge and Organisational Performance), The Rees Centre for Research in Fostering and Education and EMI (English as a Medium of Instruction). Our doctoral students make an excellent contribution to the research environment; there is an intake of just over 20 students per year.

Over the last 15 years, the Department of Education has grown in size and shape. We currently offer the following courses:

- MSc in Education with 5 different pathways: Comparative and International Education; Higher Education; Child Development; Digital and Social Change; Research Design and Methodology
- MSc in Applied Linguistics and Second Language Acquisition (ALSLA)
- MSc in Learning and Teaching (MLT)
- MSc in Teacher Education
- MSc in Applied Linguistics for Language Teaching (ALLT)
- MSc in Educational Assessment
- MSc in Medical Education
- The Postgraduate Certificate in Education (PGCE)
- A comprehensive Doctoral (DPhil) programme attracting students from all over the world

The PGCE is a one-year teacher training programme for over 190 graduates delivering secondary trained teachers in nine key subject areas (English, Geography, History, Mathematics, Physics, Chemistry, Biology, Modern Foreign Languages and Religious Education). It is undertaken in close partnership with local secondary schools. The course has an international reputation for the quality of its work and in the most recent Ofsted inspection it was awarded the highest grade (Outstanding) in all categories for every subject and for management and quality assurance. At Masters Level there are two full-time courses: MSc Applied Linguistics and Second Language Acquisition and MSc Education in total admitting around 80 students each year. There are five part-time courses: the MSc in Learning and Teaching (MLT) is a two-year course which offers a combination of face-to-face teaching and online support for serving teachers; it recruits approximately 80 students each year. The Masters in Applied Linguistics in Language Teaching (ALLT) is a two-year part-time distance-learning course for lecturers teaching English within higher education institutions internationally, and the Masters in Teacher Education (MTEd) is likewise a two-year part-time distance-learning course, aimed at those employed as academics, teachers, and teacher educators worldwide who are involved in teacher education. The MSc

Medical Education began in 2021 and is a two-year course which offers a combination of face-to-face teaching and online support for those involved in medical education.

The doctoral programme (DPhil) has over 100 registered DPhil students, including 12 part-time, researching in a diverse range of areas. Education is a recognised Pathway in the ESRC Social Sciences Doctoral Training Partnership (DTP).

Overall the Department is now one of the three largest centres in the UK for full-time postgraduate study in the field of education.

Further information about the Department and its staff, courses and research activities please visit: [www.education.ox.ac.uk/](http://www.education.ox.ac.uk/)

See in particular our Annual Reviews at <http://www.education.ox.ac.uk/about-us/department-reviews/>

## **Social Sciences Division**

The University's academic departments and faculties are organised into four large groups, known as Academic Divisions (Social Sciences, Mathematical, Physical and Life Sciences (MPLS), Medical Sciences, and Humanities). The academic divisions are responsible for academic oversight of the teaching and research of their constituent departments and faculties, for strategic and operational planning, and for personnel and resource management. The Head of the Social Sciences Division is Professor Tim Power, who is a member of the University's Council.

The Social Sciences Division is a world-leading centre of research and education in the social sciences. The social sciences at Oxford are distinctive for both their depth and breadth, with activity spanning fourteen departments and faculties and one cross-divisional unit. (These are as follows: Law, the Saïd Business School, Economics, Politics and International Relations, the Blavatnik School of Government, the School of Anthropology and Museum Ethnography, International Development, Sociology, Social Policy and Intervention, the Oxford Internet Institute, Archaeology, the School of Interdisciplinary Area Studies, Education, the School of Geography and the Environment and the Oxford Martin School.) Interdisciplinary links within and beyond the university are strong, extending to the humanities, natural sciences, and medical sciences.

Academic and research staff and research students are engaged in world-leading research that challenges current ideas and theories and is tackling some of the major challenges facing humanity, such as sustainable resource management, migration, governance, poverty and development, and justice. REF 2021 confirmed Oxford as the UK powerhouse for research, where Oxford accounted for more world-leading (4\*) research than any other institution, and more than two-thirds of the research's impact was also recognised as world leading, across the social sciences units of assessment to which it made submissions. The division has an extensive portfolio of external funders and collaborators, with competitively-awarded external research income exceeding £40million per year. Researchers in the division engage actively beyond academia and their research has influence in many spheres from innovation in public policymaking to practitioner communities such as law, business, education, social welfare and NGOs.

The division also delivers an exceptional range of high-quality educational programmes (undergraduate, postgraduate taught and postgraduate research), all of which are underpinned by the innovative research being undertaken by our academics. Programmes range from those at the interface of the natural sciences, through to professionally-oriented provision in areas such as business, law and education. The division is home to several of Oxford's most widely recognised teaching programmes, such as Philosophy, Politics and Economics (PPE); the BCL;

the MPhils in International Relations, in Economics, and in Development Studies; the MBA and EMBA; and the internationally regarded PGCE.

For more information please visit: <http://www.socsci.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 <https://www.jobs.ox.ac.uk/how-to-apply>.

If you would like to apply, click on the **Apply Now** button on the 'Job Details' page and follow the on-screen instructions to register as a new user or log-in if you have applied previously. Please provide details of two referees and indicate whether we can contact them now.

**You will also be asked to upload a CV and a supporting statement.** The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

**Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.**

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** on the closing date stated in the online advertisement.

### Information for priority candidates

*A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).*

*If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).*

Should you experience any difficulties using the online application system, please email [recruitment.support@admin.ox.ac.uk](mailto:recruitment.support@admin.ox.ac.uk). Further help and support is available from [www.ox.ac.uk/about the university/jobs/support/](http://www.ox.ac.uk/about_the_university/jobs/support/). To return to the online application at any stage, please go to: [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk).

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

## Important information for candidates

## Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: [www.admin.ox.ac.uk/councilsec/compliance/gdpr/privacynotices/job/](http://www.admin.ox.ac.uk/councilsec/compliance/gdpr/privacynotices/job/). The University's Policy on Data Protection is available at:

[www.admin.ox.ac.uk/councilsec/compliance/gdpr/universitypolicyondataprotection/](http://www.admin.ox.ac.uk/councilsec/compliance/gdpr/universitypolicyondataprotection/).

## The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69<sup>th</sup> birthday for all academic and academic-related staff in posts at **grade 8 and above**. The justification for this is explained at:

[www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/](http://www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/).

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures: [www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/](http://www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/).

There is no normal or fixed age at which staff in posts at **grades 1–7** have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

## 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

### Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See [www.admin.ox.ac.uk/personnel/staffinfo/benefits](http://www.admin.ox.ac.uk/personnel/staffinfo/benefits).

### University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See [www.club.ox.ac.uk](http://www.club.ox.ac.uk) and [www.sport.ox.ac.uk/oxford-university-sports-facilities](http://www.sport.ox.ac.uk/oxford-university-sports-facilities).

### Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See [www.welcome.ox.ac.uk](http://www.welcome.ox.ac.uk). There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See [www.admin.ox.ac.uk/personnel/permits/reimburse&loanscheme/](http://www.admin.ox.ac.uk/personnel/permits/reimburse&loanscheme/).

### Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to My Family Care, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See [www.admin.ox.ac.uk/personnel/staffinfo/benefits/family/mfc/](http://www.admin.ox.ac.uk/personnel/staffinfo/benefits/family/mfc/).

### Childcare

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries. For full details, including how to apply and the costs, see [www.admin.ox.ac.uk/childcare/](http://www.admin.ox.ac.uk/childcare/).

### Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see [www.admin.ox.ac.uk/eop/disab/staff](http://www.admin.ox.ac.uk/eop/disab/staff).

### Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at [www.admin.ox.ac.uk/eop/inpractice/networks/](http://www.admin.ox.ac.uk/eop/inpractice/networks/).

### The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See [www.newcomers.ox.ac.uk](http://www.newcomers.ox.ac.uk).