DEPARTMENT FOR CONTINUING EDUCATION

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UNIVERSITY OF
OXFORD

Job Description and Selection Criteria

Job title	Online and Weekly Classes Course Administrator
Department	Continuing Education
Location	Ewert House, Summertown, Oxford, OX2 7DD
Grade and salary	Grade 4: £25,138 - £28,759 per annum
Hours	Full time (36.5 hours per week)
Contract type	Permanent
Reporting to	Deputy Head of Student Administration
Vacancy reference	169167

The role

The post-holder will be part of a small team, responsible for administering the Department's short online courses. They will provide support for the student lifecycle on these courses from end-to-end, including dealing with enquiries, enrolments, on-course administration and handling post-course enquiries, such as requests for transcripts. Whilst the post-holder will generally focus on administration of the Online Short Courses and the Weekly Classes, they will be required to be flexible in supporting other colleagues in their team and across the Department, as and when required.

The post-holder's duties will be centred around the following activities:

Enquiries and Enrolments

- Acting as a friendly and helpful first point of contact for potential applicants, providing information about the courses and the enrolment process, and recording enquirers' contact details.

On-Course Administration

- Acting as a first point of contact for students and tutors. This will include providing advice on routine departmental and University policies and procedures. The post-holder will also be required to develop a good understanding of the relevant course regulations and conventions (which detail, for example, what assignments must be submitted, the required pass levels, and the consequences of failing an assignment).

- Liaising with the Director of Online Courses and the Director of Weekly Classes to ensure the preparation and distribution of course and tutor handbooks (templates provided).

- Administrative support for teaching arrangements, including: booking rooms, equipment, catering and residential accommodation; making arrangements for transport and field visits; and invoicing students for accommodation or other costs.

- Preparing contracts and claim forms (from templates) for outside tutors and processing payment claims by tutors, assessors and examiners by recording details in the relevant systems and spreadsheets.

- Providing administrative support for quality assurance processes, such as student feedback surveys.

- Maintaining up-to-date, accurate data on students using both departmental and University student record systems (training will be provided).

- Producing routine correspondence (using templates where relevant) for students and academic staff.

- Processing the submission of students' assignments and communicating with students whose assignments are missing or late. This includes keeping a record of submissions and results (normally in an Excel template), liaising with examiners to receive the marks and apply any marks penalties and releasing results to the students. The post-holder will also prepare the required marked coursework for internal or external moderation to an agreed schedule.

- Processing students' requests for extensions and deferrals in accordance with the appropriate course conventions and using template letters.

- Assisting with the paperwork for the appointment of tutors.

- Preparing the paperwork and practical arrangements for the examiners' meetings where students' marks and outcomes for the year are agreed. The post-holder will liaise with the Secretary to the Board to follow up on the outcomes of the examiners' meetings.

- Monitoring attendance and coursework submissions and liaising with Course Directors and relevant managers when any students' attendance or submission gives cause for concern.

- Ensuring that information about students' disabilities and/or alternative exam arrangements is recorded and passed to the relevant Tutors or senior administrators.

- Maintaining the virtual learning environment web forums for students and tutors.;

- Ensuring students are up-to-date with their payments by using the monthly debtors' reports supplied by the Finance Office. The post-holder will maintain an overview of the progress of his/her students' fee payments. He/she will send out appropriate standard letters for the various stages such as missing deposits, missing monthly instalments, failed payments, etc.

- Administer the financial aspects of student withdrawals and deferrals, arranging the appropriate fee refunds or invoicing.

Publicity, Promotion and Website

- With support from the Marketing team, assist in preparing and updating the content of promotional and other publicity material (e.g. brochures) and providing general administrative support for course promotion.

- Maintaining information provided on the course webpages on the departmental website.

General and Team Support

- Provide general support to the Director of Online Courses, the Director of Weekly Classes, and the relevant line manager or Deputy Head of Student Administration, as required.

- Assisting with the practical arrangements for the department's annual award ceremony.

- Producing drafts of transcripts, certificates and other formal documents as required by current and past students of the Department, for review by the relevant signatory.

- Assist with team duties, such as maintaining files, updating webpages and contributing to the general smooth running of the office.

Other Duties

- All colleagues are expected to work flexibly across the Department to help other teams when required.

- The post-holder will be expected to carry out such other clerical duties as may be required by the Director of Finance and Administration or their deputy from time–to-time. These may be in any of the premises in Oxford which are occupied by the Department for Continuing Education.

- The Department runs courses and hosts students and guests outside of normal office hours, including evenings, weekends and bank holidays. There is an expectation that staff will work additional hours when required, to support the smooth running of the Department and its activities. Such hours will be paid as time off in lieu or in line with the University's policy on overtime.

Selection criteria
Essential selection criteria

Ref.	Criteria	Stage of the recruitment process when criteria will be considered (marked with 'x'):		
		Shortlisting	Practical Exercise	Interview
E1	Excellent organisational and administrative skills			X
E2	A high level of accuracy and attention to detail	X		
E3	An ability to work flexibly to deadlines, with evidence of excellent time management skills	X		
E4	Good communication skills (written and oral), and the ability to convey detailed and complex information		X	
E5	Strong customer focus and excellent interpersonal skills			X
E6	An appropriate level of numeracy and experience of working with data	X		
E7	Ability to work effectively both independently and as part of a team		X	
E8	Competence in using standard office IT applications, including word processing, spreadsheets and data management systems. Ability to learn new IT systems quickly	X		

Desirable selection criteria

Ref.	Criteria	Stage of the recruitment process when criteria will be considered:		
		Shortlisting	*Practical Exercise*	*Interview*
D1	Experience of student administration, preferably in a higher education institution	X		
D2	Experience of contributing to the improvement of organisational processes	X		
D3	Experience of using Canvas, Panopto and Microsoft Teams	X		

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) 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 for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: https://www.jobs.ox.ac.uk/pre-employment-checks

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 and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. 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 for Continuing Education

The Department for Continuing Education is one of the University's largest departments and every year has circa 15,000 student enrolments on its courses and programmes. Our main areas of work are in continuing and professional education, and we engage with individuals and organisations locally and globally. The Department is headed by the Director, and the senior management team. There are over 200 members of staff in the Department. Departmental facilities include a Residential Centre (with a hotel and catering operation), Common Room, Library, Lecture Theatre and a range of teaching and computing rooms, many with state-of-the-art facilities for hybrid teaching. We have a dedicated online course production unit, Technology-Assisted Lifelong Learning (TALL), which specialises in course development and consultancy. For more information please visit: www.conted.ox.ac.uk.

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website https://www.jobs.ox.ac.uk/how-to-apply.

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

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will 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)

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

All applications must be received by **midday** UK time 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).

If you need help

Application FAQs, including technical troubleshooting advice is available at:
https://staff.web.ox.ac.uk/recruitment-support-faqs

Non-technical questions about this job should be addressed to the recruiting department directly
personnel@conted.ox.ac.uk

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal 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: https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy. The University's Policy on Data Protection is available at: https://compliance.admin.ox.ac.uk/data-protection-policy.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: https://hr.admin.ox.ac.uk/the-ejra.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: https://hr.admin.ox.ac.uk/the-ejra.

There is no normal or fixed age at which staff in posts at other grades 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 https://hr.admin.ox.ac.uk/staff-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 and https://www.sport.ox.ac.uk/.

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 https://welcome.ox.ac.uk/

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme

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 the Work+Family Space, 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 https://hr.admin.ox.ac.uk/my-family-care

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 https://childcare.admin.ox.ac.uk/

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 https://edu.admin.ox.ac.uk/disability-support

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 https://edu.admin.ox.ac.uk/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.

Oxford Research Staff Society (OxRSS)

A society run by and for Oxford University research staff. It offers researchers a range of social and professional networking opportunities. Membership is free, and all researchers employed by Oxford University are welcome to join. Subscribe at researchstaff-subscribe@maillist.ox.ac.uk to join the mailing list to find out about upcoming events and other information for researchers, or contact the committee on committee@oxrss.ox.ac.uk. For more information, see www.ox.ac.uk/oxrss, Twitter @ResStaffOxford, and Facebook www.facebook.com/oxrss.