

Job Description and Selection Criteria

Job title	Senior Course Administrator (Continuing Professional Development)
Department	Continuing Education
Location	Rewley House, Wellington Square, in central Oxford
Grade and salary	Grade 5: £28,759 to £33,966 per annum
Hours	Full-time (36.5 hours per week)
Contract type	Permanent
Reporting to	Programme Manager CPD (Professional and Open Access Courses)
Vacancy reference	172479

The role

Within the Professional and Open Access Courses (POAC) portfolio, our extensive range of Continuing Professional Development (CPD) courses are designed for those who wish to update their skills, or change career. We work with academic experts across the University and beyond to deliver programmes to professional learners from around the world, both in Oxford and online.

You will be responsible for administering a portfolio of CPD courses covering subjects including Business & Management, Technology and AI, and Vaccinology (and which may be subject to change from time-to-time).

You will provide support for the student lifecycle on these courses from end-to-end, including dealing with applications, on-course administration and handling post-course enquiries, such as issuing of course certificates and debtor management.

Responsibilities

Your duties will be centred around the following activities:

Supervision and contribution to improvement of processes

- As a Senior Course Administrator, you will provide support to the Programme Manager.
- As a Senior Course Administrator, you will provide support, guidance and supervision to more junior or inexperienced staff in the team. This will include tasks such as delivering



training, providing advice on complex cases, supervising temporary staff and assisting in checking non-routine correspondence.

- You will be expected to develop a detailed knowledge of University and departmental policies and procedures relevant to your area of work, to enable you to advise administrative colleagues accordingly.
- The post-holder will be expected to actively contribute to the development and enhancement of processes and systems. This may include tasks such as: reviewing processes and providing ideas for improvements; acting as a team or departmental representative (or acting as Secretary) on departmental working groups or committees; taking on project work; coordinating and planning cross-team activities; and helping to develop instruction manuals/process notes.
- The post-holder will take ownership of more complex courses, or new courses which require new processes and procedures to be set up.

Enrolments

- Acting as a friendly and helpful first point of contact for participants, providing information about the courses and the enrolment process.
- Following departmental processes in administering the enrolment procedures. This will include tasks such as: processing payments; tracking the progress of enrolments and recording relevant data; updating departmental systems; and registering students on their courses.

On-course administration

- Liaising with the Programme Manager, and course tutors to ensure the preparation and distribution of course information (templates provided) and other course teaching materials.
- Administrative support for teaching arrangements, including: booking rooms, equipment, catering and residential accommodation; making arrangements for transport and field visits; setting up VLEs and Microsoft Teams sites for online course delivery and invoicing students for accommodation or other costs.
- Preparing contracts and claim forms (from templates) for outside tutors and processing payment claims by tutors, and course developers by recording details in the relevant systems and spreadsheets.
- Providing administrative support for quality assurance processes, such as student feedback surveys.
- Producing routine and non-routine correspondence (using templates where relevant).

Financial management and transaction processing

- Assisting with budget preparation and forecasting.
- Assisting with costing and pricing exercises.

- Procuring goods and services.
- Raising sales invoices and assisting with debtor management.

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., promotional emails) and providing general administrative support for course promotion.
- Maintaining information provided on the course webpages on the departmental website.

General and team support

- Providing general support to the Programme Manager and Deputy Head of Student Administration, as required.
- Assisting 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.

You will be expected to carry out such other clerical duties as may be required by the Deputy Head of Student Administration 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

Criteria	Stage of the recruitment process when criteria will be considered:		
	Shortlisting	Practical Exercise	Interview
Excellent organisational and administrative skills	x	x	x
Excellent level of accuracy and attention to detail	x	x	x
An ability to work flexibly to deadlines, with evidence of excellent time management skills	x		x
Excellent communication skills (written and oral), and experience of conveying detailed and complex information in a clear and concise manner.	x	x	x
Strong customer focus and excellent interpersonal skills	x		x
Very good standard of numeracy and experience of working with data	x	x	
Ability to work effectively with minimal supervision	x		x
A high level of competence in using standard office IT applications, including MS Teams, word processing, spreadsheets and data management systems. Ability to learn new IT systems quickly.	x	x	x
Excellent analytical, research and problem-solving skills	x		x

Desirable

Criteria	Stage of the recruitment process when criteria will be considered:		
	Shortlisting	Practical Exercise	Interview
Demonstrable experience of student administration, preferably in a higher education institution	x		
Demonstrable experience of administration relating to the delivery of events, conferences, courses and/ or training programmes	x		x
Recent experience in using IT applications for editing web-pages, managing electronic learning resource systems, and web-based or other electronic marketing.	x		x
Demonstrable experience of financial processing and planning.	x		x
Experience of successfully supervising staff	x		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 three 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 dependants 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.

