

## Job Description

### Summary

<b>Job title</b>	Assistant Course Manager Continuing Professional Development
<b>Department</b>	Continuing Education
<b>Location</b>	Rewley House, Wellington Square, Oxford
<b>Grade and salary</b>	Grade 6: £32,332 - £38,205
<b>Hours</b>	Full-time (37.5 hours per week)
<b>Contract type</b>	Permanent
<b>Reporting to</b>	Deputy Head of Student Administration (Professional and Open Access Courses)
<b>Vacancy reference</b>	172892

### The role

This is an exciting opportunity for the Assistant Course Manager (ACM) CPD to develop a portfolio of CPD courses by undertaking the development, marketing and delivery of self-financing short courses in a wide range of fields.

You will be responsible for supervising a portfolio of short courses that take place in normal working hours and/or the weekends, which are face-to-face, hybrid, or online. You will provide support for the student lifecycle on these courses. You will liaise with colleagues in Oxford and with corporate and professional business external stakeholders, both in the UK and abroad on the development and delivery of existing and new bespoke programmes. The role requires you to develop strong and positive relations with counterparts in the university, academic tutors.

You will deal with pre- and on-course administration and handling post-course enquiries. Whilst you will generally focus on managing the administration for your own portfolio of courses, you will be required to be flexible in supporting other colleagues in the team and across the Department, as and when required.

You will be expected to work throughout the academic year and to facilitate some courses including weekends. Work during the year is likely to involve registering student arrivals in college or at Rewley House, and participating in welcome addresses to students. During the year, you will be expected to liaise with principal tutors, programme directors, course tutors, and external stakeholders to ensure the smooth running of each programme. Courses may run simultaneously in different locations.



## **I. Primary Responsibilities**

Your duties will vary according to the specific nature of the courses you are responsible for, but will be centred around the following activities:

### **Line management**

- Line manage the CPD team, which currently comprises of four Senior Course Administrators, across the Department. It will include staff recruitment, inductions, performance monitoring, conducting staff appraisals, and workload management.
- Provide the team with support, guidance and training, including advice on complex cases, checking of non-routine correspondence, and developing training support materials.
- Ensure the team meets deadlines for the completion of tasks and projects.

### **Supervision and contribution to improvement of processes**

- As ACM, you will provide support to the Deputy Head of Student Administration (DH), Professional and Open Access Courses.
- 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 both tutors and administrative colleagues accordingly.
- You 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 or University working groups or committees; taking on project work; coordinating and planning cross-team activities; and helping to develop instruction manuals/process notes.
- You will take ownership of more complex courses, or new courses which require the introductions of new structures, processes and procedures.
- You will arrange and participate in on-course and post-course meetings with colleagues in Rewley House in relation to student- and client-related issues.

### **Pre-course administration**

- You will ensure that the scheduling of courses, for the entire portfolio, are accurate and rooms booked.
- You will liaise with external clients, directors, tutors, and colleagues across Rewley House on the content and structure and delivery of the courses, including guest lecturers, associated field-trips, equipment, accommodation and catering requirements, etc.
- You will ensure that all tutors have Right to Work documentation and process any application in a timely manner.
- You will assist the PM with the drawing up of contracts for all of the courses and activities in your portfolio.
- You will set up VLEs and Microsoft Teams sites for any online course delivery.
- You will liaise with the PM, course directors and tutors to ensure the preparation and timely distribution of course information (e.g. content/reading/viewing lists) and other course-related teaching materials.

### **On-course administration**

- Acting as a first point of contact for business clients, students and tutors. This will include providing advice on routine and non-routine departmental and University policies and procedures. You will also be required to develop an excellent understanding of University systems, procedures, and conventions. This will apply not just to your own portfolio of courses, but to enable you to support the work of junior colleagues.
- Ongoing monitoring of participant satisfaction through client and participant feedback and react accordingly.
- Preparing contracts and claim forms (from templates) for external tutors and processing payment claims by tutors, by recording details in the relevant systems and spreadsheets.
- Providing administrative support for quality assurance processes, such as participant feedback surveys.
- Producing routine and non-routine correspondence (using templates where relevant) for participants and tutors.
- Ensuring that information about students' disabilities and/or alternative course delivery and assessment arrangements is recorded and passed to the relevant tutors or senior administrators.

### **Financial management and transaction processing**

- Assisting senior staff (Assistant Director [AD], DH, Finance Manager and Management Accountant) with quarterly budgets and forecasts for courses.
- Monitoring budgets and forecasts against results.
- Maintaining accurate records of course delivery costs (tutors, materials, meals, accommodation, travel, room hire, marketing, field trips, etc.) to assist in the creation, tracking, reporting and forecasting of programme budgets.
- Controlling orders for goods and services, raising sales invoices, costing and pricing exercises, and ensuring adherence to departmental tendering and purchasing procedures.
- Checking all expense claims/tutor forms prior to approval.
- 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. brochures, promotional emails, web pages) and in providing general administrative support for course promotion.

### **General and team support**

- Providing general support to the AD and DH as required.
- Supervising and assigning team duties 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 DH 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.
- Check and approve contracts and payments for tutors, in accordance with University and departmental policies and processes.
- Ensure strong working relationships between the team, with colleagues across the Department and wider collegiate University, and with key external stakeholders in the UK and overseas.
- Draft reports and provide statistical data for courses and projects as requested.
- Assist with department-wide events, such as the open days and the annual awards ceremony.
- Liaise with venues (internal and external institutions) on catering requirements for special events.

## **II. Requirements of the Post**

You will be experienced in the development and planning of CPD programmes, management of events, courses, programmes of education and training or allied activities.

In addition, the ACM will have had experience in organising and promoting innovative ventures. The ACM will be expected to use their initiative at all times within a framework of performance objectives and financial controls, and have attention to detail in planning complex courses and events. The ACM will be expected to work with a degree of autonomy in this role.

The ACM will also have an outgoing, professional approach and a positive orientation towards flexible collaboration. There is a strong emphasis on teamwork, in which willingness to help colleagues to cope with contingencies is paramount.

The ACM must have a strong marketing awareness, be able to exercise authority appropriately, be diplomatic and able to negotiate contracts.

The ACM should be able to communicate confidently with academics and administrative teams across the University.

A high level of IT literacy is required. The Department uses a combination of Microsoft and other packages, including MS Office, and new customised administrative database and finance systems. Familiarity with these (or similar) software packages is required. The ACM is expected to use new technologies for efficient and creative communication and administration.

## **III. Background to the portfolio**

The Short Courses CPD Portfolio provides short courses that are designed to provide high-level training and upskilling for researchers, practitioners and managers across a range of modern and high technology companies, and for professionals in allied organisations as well as for research and academic institutions. You will draw on the expertise of faculty from a range of the University's departments as well as the close ties the portfolio develops with industry professionals.

Closed bespoke courses are also designed for companies and other organisations. These can be tailored to meet the specific updating needs of staff, and can either be held on the company's premises or at Oxford or delivered online.

There are many opportunities which the portfolio might choose to explore and the PM will play the major role in helping to identify these.

## 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	Demonstrable experience of successful administration relating to the delivery of short courses and/or residential events (e.g. conferences, courses, training programmes) preferably in an HE or another educational environment.	x		x
E2	Excellent accuracy and attention to detail.	x		
E3	Excellent organisational and time management skills with the ability to manage and monitor the development and administration of a number of simultaneously-delivered courses.	x		x
E4	Very strong teamwork skills and demonstrable experience of successfully supervising staff.	x		x
E5	Demonstrable experience of financial processing and/ or planning.	x		x
E6	Ability to think innovatively and creatively, with good judgment, to solve complex problems.	x		x
E7	Excellent communication skills (written and oral), and experience of successfully conveying detailed and complex information in a clear and understandable manner.	x		x
E8	Strong customer focus, excellent interpersonal skills and a high degree of intercultural communicative competence.	x		x
E9	High degree of numeracy and experience of handling large volumes of data predominantly in MS Excel.	x		
E10	Ability to work effectively with a significant degree of autonomy.	x		x
E11	A high level of competence in using standard office IT applications, including word processing, spreadsheets and data management systems. Ability to learn new IT systems quickly.	x		x
E12	Demonstrable ability to forge strong relationships with internal, national and international stakeholders (preferably in an educational environment).	x		x

## Desirable selection criteria

Ref.	Criteria	Stage of the recruitment process when criteria will be considered:		
		Shortlisting	Practical Exercise	Interview
D1	Some knowledge of the workings of the University of Oxford and knowledge of the city of Oxford.	x		x
D2	Experience of successfully supervising and/or coordinating 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](http://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](http://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.

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## 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).

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## 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](mailto:personnel@conted.ox.ac.uk)

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 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 70<sup>th</sup> 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](http://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](http://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](mailto: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](mailto:committee@oxrss.ox.ac.uk). For more information, see [www.ox.ac.uk/oxrss](http://www.ox.ac.uk/oxrss), Twitter @ResStaffOxford, and Facebook [www.facebook.com/oxrss](http://www.facebook.com/oxrss).