UAS
University Administration and Services

UNIVERSITY OF OXFORD

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Summary

Job title	Administrative Officer
Division	Academic Administration Division
Department	Student Fees and Funding
Location	Central Oxford
Grade and salary	Grade 4: £25,138-£28,759 per annum
Hours	Full time
Contract type	Permanent
Reporting to	Policy and Projects Manager
Vacancy reference	172914
Additional information	

The role

The Administrative Officer provides crucial support across a number of subteams within Student Fees and Funding. The role requires effective multi-tasking and would best suit someone who embraces changes and enjoys a steep learning curve.

The work will be challenging and, at times, very fast paced. However, the nature of the role presents an ideal platform for developing a range of transferrable skills and gaining a broad understanding of higher education funding administration

The role is an ideal entry-level position into University administration, with the opportunity for career progression.

The post holder will work across Student Fees and Funding supporting the senior management team, fees team, on course funding team and scholarship team but it is expected that a significant portion of time will be spent supporting fees team activity each cycle.

Responsibilities

In this post you will undertake general administrative tasks such as:

1. Carrying out essential tasks as required within the teams in which you are based ensuring that these are managed effectively, in accordance with Service Level Agreements and standard operating procedures. Tasks

will be wide ranging and varied related to each team's operational needs and will broadly include (this is not an exhaustive list):

a) Processing of applications for all scholarships, prizes, bursaries and financial assistance administered by the department, assessing eligibility, reviewing supporting information/evidence and processing in accordance with scheme requirements.
b) Preparing committee papers for selection committees and assisting with the notification of successful and unsuccessful students, making award payments and maintaining accurate financial records.
c) Managing queries into the team's enquiry inboxes, and transferring to other team members or signposting elsewhere within the University as required.
d) Carrying out fee status assessments and responding to fee status queries from applicants, parents and staff, applying regulations and, assessing evidence accordingly.
e) Supporting the University non-payment of fees process and University Continuation Charge billing process by issuing documentation, reminders and payment requests and logging and tracking responses.
f) Working on the core student records system and Student Loans Company system by updating individual student details and maintaining programme and reference data.

2. Maintaining accurate data and student records in the student records system and in ancillary databases and spreadsheets, reconciling the University's fee data and assisting with data requests. You will follow approved audit procedures to ensure data integrity and quality and adhere to General Data Protection Regulations (GDPR) and Freedom of Information acts when dealing with records and enquiries.

3. Maintaining proficiency in a variety of IT tools and systems, to support updates to website content, online forms and surveys and assisting with the collation and analysis of responses.

4. Engaging with the Student Fees and Funding team's varied stakeholders (including students, staff in Colleges and Departments, senior officers, families of students, members of the public and colleagues across the central University) in a professional manner at all times:

a) Offering a high level of customer service by ensuring that enquiries and requests are dealt with or referred on in good time, in a professional manner and with empathy.
b) Communicating whether written, social media, website, telephone or in-person in a timely manner with tact and discretion; providing clarification and guidance in the most appropriate form to best suit the audience or requestor; and referring more complex queries to the team lead where necessary.
c) Documenting and monitoring problems and issues and ensuring that the team lead and other colleagues are informed in good time to resolve any queries or to make any service adjustments.
d) Assisting with process improvement projects within the Student Fees and Funding team by carrying out data gathering exercises, aiding with the implementation of new processes and drafting process documents.

5. Undertaking training and development which may include on the job training and attendance of online and in-person courses. Taking responsibility for tracking personal training and development and proactively helping to identify gaps in skills and knowledge with supervisor and line manager.

6. Undertaking any tasks commensurate to the grade of the role as requested by the line manager.

Selection criteria
Essential selection criteria

Aptitudes:
1. Confidence in organising and prioritising your own workload in a busy environment and taking responsibility for achieving deadlines.

2. A team player contributing to team activities, understanding when to request help from colleagues and knowing when to escalate issues as necessary.

3. Willingness and adaptability to promote and learn new processes, to acquire new IT skills and comprehend new data systems.

4. Ability to work reactively and proactively – managing routine and occasionally highly repetitive tasks and responding to urgent requests at appropriate times.

5. Strong interpersonal skills, including tact and diplomacy, and the ability to establish good working relationships with a range of people and teams.

6. Able to identify efficiencies and put forward proposals for improvements within team activities.

Skills and Knowledge:

7. Well-developed verbal and written communication skills, particularly the ability to interpret, clarify and explain complex information, and deal sensitively with difficult situations.

8. Confident and accurate numerical and data processing skills with attention to detail.

9. Ability to apply regulations to individual circumstances, with consistency and accuracy.

10. Experience in the use of Microsoft Office specifically Outlook, Excel and Word.

11. Awareness of the implications of the General Data Protection Regulations and Freedom of Information Acts in regards to confidentiality of data and information and the impact of this on their work.

Experience:

12. Administration experience or experience of working in a customer service environment.

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. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. 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.

Student Fees and Funding

Student Fees and Funding is part of the Academic Administration Division (AAD), one of the largest units within the University Administration and Services and headed by the Academic Registrar.

The work of the team spans the following areas:

- Administration of a range of financial support (including undergraduate bursaries, hardship funding, international opportunities including the Erasmus+ programme, the Turing scheme, and other on-course awards);
- Management of a graduate scholarship portfolio of 193 existing scholarship schemes worth £29m pa and a small but growing number of undergraduate scholarship schemes;
- Management of several student loan schemes including over £60m of Student Loans Company (SLC) loans and $17m of US federal loans;
- Management of the annual fee setting process, the related publication of fees and the administration of the termly 'Fee Schedule';
- Co-ordination of the Continuation Charge collection and the administration of formal non-payment of fees procedures;
- Provision of information relating to all aspects of fees and funding, supporting prospective and current students and the collegiate University
- Key contributions to policy and development in relation to University fees and student support for both postgraduates and undergraduates
- Working within the wider University to develop and implement new funding opportunities for Oxford's applicants from both the UK and around the world, to ensure we can attract the most able candidates;
- Working on student support fundraising, in close conjunction with the Development Office.

Academic Administration Division

The Academic Administration Division (AAD) is the University's group of services focused on students and learning. We provide support and information that students need to thrive in their academic and personal lives, and encourage the professional and educational development of our staff. We operate in close collaboration with colleagues in central, divisional, departmental, and college administration, as well as with academic staff and students.

The AAD's work supports the student career from pre-admission through to graduation and beyond, and promotes the development of coherent systems and services across Oxford to underpin this. We focus on:

- **Student recruitment**: Attracting the best undergraduate and postgraduate students through outreach and admissions, and advising students through the admissions process.

- **Student services:** Offering high-quality services to students once they arrive at Oxford, including counselling and disability services, sports, language courses, a careers service, and fees and funding.

- **Student administration:** Managing the University's student data, registration, examinations, and degree ceremonies, advising on visas and immigration; and developing our student systems.

- **Educational policy**: Helping to develop and implement educational policies, upholding legislation, and providing quality assurance.

We also **support academic and professional staff** and the wider Oxford community through our language, sport, and professional and educational development services.

The AAD comprises: the Careers Service, Education Policy Support, Graduate Admissions, the Language Centre, the Centre for Teaching and Learning, Fees and Funding, Student Registry, Student Systems, Student Welfare and Support Services, Undergraduate Admissions and Outreach, and University Sport. They are supported by two professional support functions: AAD Administration and AAD Communications.

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 / 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. (Customise this statement to confirm the document(s) you would like the applicant to attach, but make sure that you keep the reference to PDF.

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 aadadminsupport@admin.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, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See https://hr.admin.ox.ac.uk/staff-benefits

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more https://staff.admin.ox.ac.uk/health-assured-eap

University Club and sports facilities

Membership of the University Club is free for University staff. It 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 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

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector. Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See https://childcare.admin.ox.ac.uk/. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities for dependants of all types. See https://hr.admin.ox.ac.uk/my-family-care

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at https://edu.admin.ox.ac.uk/disability-support. For information about how we support those going through menopause see https://hr.admin.ox.ac.uk/menopause-guidance

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at https://edu.admin.ox.ac.uk/networks

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is 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.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more https://www.ox.ac.uk/research/support-researchers/researcher-hub

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society