

## UNDERGRADUATE ADMISSIONS AND OUTREACH

## Summary

<b>Job title</b>	Outreach Delivery Assistant
<b>Division</b>	University Administration and Services (UAS)
<b>Department</b>	Academic Administration Division - Undergraduate Admissions and Outreach
<b>Location</b>	University Offices, Wellington Square, Oxford, OX1 2JD
<b>Grade and salary</b>	Grade 5: £28,759- £33,966 per annum
<b>Hours</b>	Full time
<b>Contract type</b>	Permanent
<b>Reporting to</b>	Head of Outreach Delivery
<b>Vacancy reference</b>	173829
<b>Additional information</b>	This vacancy requires an enhanced DBS check and some evening and weekend work

## The role

The post holder will be responsible for providing administrative support to the Outreach Delivery Team including the Outreach Delivery Coordinators. This will involve varied duties including organising internal and external events, supporting all Delivery Team's outreach activities, acting as a point of contact for external enquiries, supporting processes around business case approval, organisation of logistics and event delivery and contributing to marketing and communication activity. The role will require the ability to work with a wide range of internal and external stakeholders and partners including academics, current students and other University colleagues. The role will require excellent communications skills.

You will be able to work accurately under pressure, deal effectively with conflicting priorities as well as having highly developed problem-solving skills. The post advertised involves the provision of logistical, administrative and practical support to the Outreach Delivery Team. This is an important role within the UAO team, and will contribute to the planning and delivery of the key strategic projects. We are seeking a hardworking and conscientious assistant who can provide support at all levels. This would be an excellent opportunity for applicants wishing to further develop their skills and knowledge in Higher Education outreach work or to develop a career in digital outreach and communications.



## Responsibilities

1. To support the delivery of outreach activities for students, teachers, parents, schools and communities.
2. Acting as a point of contact for external enquiries, maintaining good working relationships with key suppliers and stakeholders.
3. Contributing to marketing and communication activity; researching, preparing and presenting information as necessary. This may also include delivering awareness training and presenting to others.
4. Drafting written correspondence with schools and participants and assisting with social media communications and large-scale mail outs.
5. Administrative support for any relevant team, steering and advisory group or committee to include scheduling meetings, distribution of agendas and papers, recording and distributing minutes.
6. Assisting in the management of the logistics for outreach projects, liaising with internal suppliers (e.g. Estates and Facilities Team and Reprographics) and external suppliers (e.g. college conference teams, vehicle hire companies) to provide the necessary for each event. Acting as key contact for suppliers to resolve operational issues associated with the project.
7. Financial administration, to include preparing information required for purchase orders to secure logistics, processing of payment forms and reconciling credit card transactions according to departmental and University policies.
8. Student ambassador (temporary staff) administration: including advertising available positions, recording applications, timetabling interviews, correspondence with candidates, registration and DBS checks of mentors and scheduling training sessions.
9. Data entry, data validation, manipulating and presenting the data as required. This may also include student personal information, registration data.
10. Deputising for Coordinators where necessary, for example responding to an unexpected situation during an event using initiative to make considered judgements.
11. Contribute towards the development and implementation of administrative procedures.
12. Work effectively as part of the Outreach Delivery team, motivating the team to work together in the most efficient manner and share lessons learned, in order to ensure project objectives are achieved.
13. Other relevant duties commensurate with the post.

## Selection criteria

### Essential selection criteria

1. Experience of working with young people (aged 11-18) in a supervisory capacity and an understanding of the confidentiality requirements when dealing with personal information of young people.
2. Computer literate, with experience working with Microsoft Office, email and web-based publishing.
3. The ability to work with a high attention to detail.
4. Event management experience.

5. Able to work under pressure and to deadline with the ability to manage competing priorities and use initiative in setting own objectives.
6. Excellent communication skills, in particular, experience in dealing with a range of audiences through face to face, social media, telephone and writing.
7. Ability to work effectively as part of a team.
8. A willingness to work extra hours at peak times, subject to overtime arrangements.
9. The ability to support the project Coordinators with communications, project management and technical tasks.
10. Experience of administrative work related to finance, personnel, diary management and other general administration.

### Desirable selection criteria

1. Knowledge of and commitment to educational aspiration and attainment to the needs of young people.
2. Knowledge of social media.
3. Possession of a degree or equivalent work experience.
4. Experience of working with young people in an educational setting and an understanding of schools and university context.
5. Knowledge of the Oxford education context and commitment to widening access to the collegiate university.
6. Project management experience, including delivering projects to fixed time-scales and budgets.

## 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>

### Additional security pre-employment checks

This job includes duties that will require additional security pre-employment checks:

- A satisfactory enhanced Disclosure and Barring Service check due to regulated activity involving children

## 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).

## Undergraduate Admissions and Outreach

The Undergraduate Admissions and Outreach department (UAO) provides a stimulating and challenging working environment in one of the most strategically important areas of higher education administration, working with colleagues throughout the University and in other institutions; with potential applicants in the UK and overseas; and with parents and advisers. Our work is varied and can be broadly divided into four areas: the admissions process and policy development, student recruitment, course information and guidance, and access and widening participation.

UAO oversees admissions to the Colleges for undergraduate courses and is the contact between the University of Oxford and UCAS. We provide guidance for Oxford colleges and centrally co-ordinate the admissions process. We also co-ordinate interviews for overseas applicants in a number of international locations. We provide data and management information on admissions and recruitment and support training courses on admissions-related matters.

A key role of UAO is to provide a central schools and colleges liaison service for the University and Colleges in order to ensure a strong recruitment strategy across the UK, Europe and Internationally. Activities include school and college visits, higher education fairs, student conferences, open days, and a wide variety of teacher events. We deal with thousands of young people every year and our teams travel throughout the UK and beyond.

UAO coordinates and delivers Oxford's undergraduate outreach with young people across the UK, contributing to a variety of projects with differing scope and scale. All working towards the University's Access targets (<http://www.admin.ox.ac.uk/edc/otherdocuments/accessagreement/>) and other strategic priorities relating to access and admissions at the University of Oxford and wider Higher Education context.

In addition, UAO services a number of committees, responds to government consultations, and staff attend a number of nationally and regionally based groups. In association with the University's Public Relations Office, we deal with the media and develop policy in areas of access and admissions alongside colleagues in the colleges and the University.

More information about our activities and admissions to Oxford can be found at [www.ox.ac.uk/study](http://www.ox.ac.uk/study).

## University Administration and Services

The central administrative sections of the University are collectively called University Administration and Services (UAS). UAS comprises structures to:

- Support the University's core academic purposes of teaching, learning and research
- Ensure the University can meet the requirements of government, funding bodies and other external agencies
- Facilitate the attainment of the objectives set out in the [University's Strategic Plan](#).

UAS comprises University-wide functions, encompassing the key areas of academic administration, research services, finance, personnel, estates, IT services and external affairs as well as a number of other functions. Further information about the work of each section, together with contact details and the profiles of the head of each section, can be found on the [UAS sections page](#).

## 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 Oxford Learning Institute, 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 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 please contact [rasheeda.azam@admin.ox.ac.uk](mailto:rasheeda.azam@admin.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 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:

<https://hr.admin.ox.ac.uk/the-ejra>

For **existing** employees, 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 **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 <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 dependents. 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](http://www.newcomers.ox.ac.uk).