
 UNDERGRADUATE ADMISSIONS AND OUTREACH

Summary

Job title	Outreach Delivery Resource Assistant
Division	University Administration and Services (UAS)
Department	Academic Administration Division - Undergraduate Admissions and Outreach
Location	University Offices, Wellington Square, Oxford, OX1 2JD
Grade and salary	Grade 5: £28,759- £33,966 per annum
Hours	Full time
Contract type	Permanent
Reporting to	Administrative Manager
Vacancy reference	173850
Additional information	

The role

The postholder will work across the Administrative and Outreach Delivery teams within the Undergraduate Admissions and Outreach Department to provide both administrative and project support. A key role the postholder will play is in the administration of the processes involved in engaging the department's Student Ambassadors, Early Career Researchers and Graduate Assistants. This includes detailed processing in the University's PeopleXD system, coordination and checking of monthly payroll, and supporting the coordination of the onboarding paperwork, including right to work checks. The postholder will also carry out a variety of administrative tasks to support the Outreach Delivery team with financial administration and programme logistics, as well as creating and implementing new processes to carry out these administration tasks.

The role will require excellent communications skills as the postholder will work across two teams and will regularly meet and communicate with internal and external stakeholders. The ability to meet deadlines while handling the competing demands of both the administrative and project roles is essential. You will be able to work accurately under pressure with demonstrable experience in working with care and attention to detail is essential due to the amount of data input and the personnel related information being processed. Be able to deal effectively with conflicting priorities as well as having highly developed problem-solving skills.

This role would be an excellent opportunity for applicants wishing to further develop their administrative skills and knowledge and who thrives in a busy and team focussed environment.

Responsibilities



1. To support the different project teams within UAO in their recruitment of student ambassadors, graduate assistants, and early career researchers. This may include: advertising available positions, recording applications, timetabling interviews, correspondence with candidates, registration and DBS checks of mentors and scheduling training sessions.
 2. Undertake the administration of the casual worker engagement and payroll processes, including coordinating the completion of new starter information; performing Right to Work checks; accurate input into People XD; and accurate submission of payroll information according to department and University policies. Additionally, proactively supporting the dissemination of information and policy changes regarding the casual worker engagement process.
 3. Act as the point of contact for student ambassadors, graduate assistants, and early careers researchers where it relates to working on UAO programmes. Create and maintain a database to keep track of the administration processes relating to engagement and payroll, to ensure all processes are complete.
 4. Assist in the management of the logistics for outreach programmes, 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 support for each Delivery Team Outreach programme and community outreach event. Acting as key contact for suppliers to resolve operational issues associated with the programme.
 5. 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.
 6. Contribute as a supportive member of the UAO Outreach Delivery and Administrative teams. This may include maintaining mail lists; organising meetings on behalf of the department; supporting coordination of activity; representing UAO at relevant meetings and recording any minutes and actions etc.
 7. Support the running of the Undergraduate Admissions and Outreach office (both on-site and to support staff working remotely) including the maintenance of office supplies, office space and equipment and supporting the management of any relevant shared inboxes. Liaising with Facilities Management, IT Services, and any other relevant stakeholders, as needed.
 8. Undertake data entry, data validation, manipulating and presenting the data as required. This may include student personal information, and registration data as well as updating Gantt charts and other work flow documents as required.
 9. Manage small projects required as part of the Administrative area of work in UAO. Leading on these projects, with support from the relevant Officer or Coordinator, and supervising additional resources when required e.g. interns or temporary workers.
 10. Carry out any other duties as commensurate with the grade of the post required by the Director of UAO.
- The duties above are set out as they are envisioned at present, but it is essential for the person appointed to be adaptable and able to contribute to the development of the department. This could include learning of systems to undertake the role.

Selection criteria

Essential selection criteria

1. A good general level of education – A-Level or have equivalent experience.

2. Demonstrable ability to manage effectively a portfolio of important activities: the ability to prioritise, manage time, and deliver to deadlines.
3. Proven organisational abilities, coupled with an ability to use initiative and to assume a high level of personal responsibility and to facilitate constructive solutions to requests or problems.
4. Very thorough and conscientious, with demonstrable attention to detail and outstanding organisational abilities.
5. High standard of numeracy and experience in undertaking quantitative work.
6. The tact and judgement to deal with sensitive and confidential situations/information.
7. Have demonstrable written and spoken communication and interpersonal skills with a range of different audiences, including senior level staff.
8. Proven ability to problem solve with an aptitude to undertake desk-based research to find solutions and present information clearly and in a way to engage the target audience.
9. Proven ability to absorb substantial detail and keep track of a range of diverse activities and to make connections between them.
10. Strong self-motivation, with the ability to work independently as well as effectively and supportively as part of a small team and be able to collaborate with and liaise with staff at all levels.
11. Excellent skills in office IT systems, especially Word, Excel, Outlook and PowerPoint and the ability to adapt to changing technologies.

Desirable selection criteria

1. Knowledge of the Oxford education context and commitment to widening access to the collegiate university.
2. Project management experience, including delivering projects to fixed time-scales and budgets.
3. Experience working with University systems, including Oracle financial systems and People XD.

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.

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.

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.

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 please contact Elizabeth.conoley@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 all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69th 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 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.