BLAVATNIK SCHOOL OF GOVERNMENT

Summary

Job title	Programmes Officer (Teaching Support)
Division	Social Sciences
Department	Blavatnik School of Government
Location	Radcliffe Observatory Quarter, Woodstock Road, Oxford, OX2 6GG
Grade and salary	Grade 5: £31,459- £36,616 per annum, dependent on experience
Hours	Full time (36.5 hours per week)
Contract type	Fixed-term until 31 December 2026
Reporting to	Academic Planning Manager
Vacancy reference	175285
Additional information	The closing date for applications is 12:00 noon (UK time) on Monday 2 December 2024. We anticipate holding interviews on 11 December 2024. Whilst the role is a grade 5 position, we would be willing to consider candidates with potential but less experience who are seeking a development opportunity, for which an initial appointment would be at grade 4 (£27,838 - £31,459 per annum) with the responsibilities adjusted accordingly.

The role

The Blavatnik School of Government is seeking a highly organised and conscientious Programmes Officer to join our Programmes team, which provides administrative support to the delivery of the School's graduate degree programmes, currently the Master of Public Policy (MPP), Master of Science (MSc) in Public Policy Research and Doctorate (DPhil) in Public Policy.

We want to improve the lives of citizens around the world – by improving public leadership. Each year, our highly competitive Master of Public Policy (MPP), Master of Science (MSc) in Public Policy Research and Doctorate (DPhil) in Public Policy attract some of the most brilliant and innovative minds from over a hundred different countries. Our students learn the sharpest disciplinary tools and hone their practical skills to go out into the world and be

truly outstanding public leaders. From the youngest ever minister in Yemen, to the youngest mayor in Germany, to the Minister of Youth Affairs in the United Arab Emirates, to an MP in Panama – our alumni make real-world impact.

Reporting to the Academic Planning Manager, the Programmes Officer will work with our Faculty to ensure their teaching is supported by excellent, timely and innovative learning resources. You will have particular responsibility for organising the digital learning platforms and teaching resources that underpin our degrees and for supporting teaching faculty and guest lecturers.

This is a responsible and pivotal role, requiring the post holder to perform sometimes complex administrative coordination in a time pressured and deadline-controlled environment. In this role, there is a strong emphasis on attention to detail and on working with a wide range of people, within and beyond the School, to produce a high standard of learning resources.

The successful candidate will possess excellent interpersonal skills, first rate organisation and prioritisation abilities, aptitude and enthusiasm for the role of technology in enhancing students' learning and the flexibility to adapt to changing requirements, often at short notice. In return, you will be part of a supportive, high performing team, have the opportunity to develop and widen your skills and work for an organisation with a strong sense of mission and purpose.

Responsibilities

Programme materials

- Administer the reading list process for the School's degree programmes in line with copyright legislation and University policy, to resource reading list materials in a timely manner and ensure they are made available to students within required timeframes. Work closely and responsively with faculty and libraries to produce and maintain digital reading lists (Oxford Reading Lists Online, ORLO).

- Administer the student virtual learning environment (Canvas). Duties include creation and maintenance of Canvas sites, uploading material, calendar management and optimising for accessibility.

- Manage and maintain the MPP/MSc student calendar, ensuring cohesion with all teaching updates and external events.

- Create links for hybrid learning and administer the calendar integration of these (Zoom).

- Provide administrative support to faculty in the development of digital content, for example to support flipped learning, working with other teams to deliver this within required timeframes.

- Respond to faculty and student queries in a timely and professional manner, to enable teaching and learning to proceed seamlessly.

- Maintain up-to-date knowledge of Canvas, ORLO and other VLE and digital learning platforms, identifying and responding to opportunities and requests for improvements and enhancements. Work with the Academic Planning Manager, Course Directors and other colleagues to implement these.

- Source digital materials from current suppliers and establish additional sources of supply as necessary.

- Coordinate and draft the weekly MPP and MSc student newsletters.

- Keep accurate records of financial transactions associated with the provision of teaching materials and liaise with Finance to ensure accurate tracking and forecasting of programme budgets.

- As and when requested, undertake scheduling including booking rooms, checking the School diary and schedule for any potential clashes, and ensuring that the timetable is accurate.

- Book rooms and hospitality for guests and sessions, as required.

- Liaise and ensure compliance with all requirements of relevant University offices and policy and guidance.

- Maintain good records and create manual updates for any new tasks, policies or operational working methods.

- Other such responsibilities as may be required in keeping with the grade of the role.

Programme planning and delivery

- Make logistical, payment and visa/travel arrangements for guest speakers, some of whom will hold external positions at the most senior levels, and ensure this information is gathered well ahead of time and recorded accurately. This will require close liaison with HR on visa and right to work requirements and communicating these requirements, sensitively, to guests.

- Liaise with convenors, Course Directors and the Academic Planning Manager to arrange the training of seminar leaders in preparation for teaching at the Blavatnik School. During their time teaching at the School, support seminar leaders and respond in a timely way to their queries, for example setting up office hours or providing advice on teaching in hybrid mode.

- Manage the gathering and processing of student feedback and course evaluation data. Duties include overseeing the creation of questionnaires, production of reports and processing and distribution of confidential data in accordance with GDPR.

- Work with colleagues to support room allocation for teaching to facilitate maximised use of space within the School. Provide the Facilities team with details of set-up, including special requests, and coordinate with IT/AV, so that teaching requirements are consistently met.

Other

- Highlight any difficulties with administrative processes and suggest improvements where appropriate.

- Develop an understanding of University processes and policies in relation to: library provision of reading material; right to work and visas; expenses; teaching fee payments; data use and security; and be a source of expertise on these within the team and wider School.

- Share knowledge and best practice with the wider team, to upskill the team and ensure resilience.

- Provide cover for other support staff over lunch breaks and other absences.

- Carry out any other duties commensurate with the grade of this post, demonstrating flexibility and an understanding of operational priorities.

Selection criteria
Essential selection criteria

- Excellent customer service skills and the ability to adopt a personable and diplomatic approach, using tact, discretion, and initiative when dealing with a diverse range of people, including students, visitors (including some very senior visitors), academic staff and other members of the collegiate University.

- Self-starter able to proactively identify the tasks required on a project, efficiently carry out those tasks and review and evaluate processes and projects, all with minimal supervision.

- A systematic, thorough, and well-organised approach to work, able to follow set procedures and keep to schedules and deadlines.

- Ability to work on own initiative, using judgement in identifying and solving problems, prioritising tasks and responding to changing deadlines or unexpectedly urgent issues.

- The ability to work well with a range of colleagues, with a flexible can-do approach, self-motivated, resilient and a willingness to adapt to the changing needs and priorities in the team and across the School, particularly during a time of uncertainty and change. A flexible approach to working hours will be required as post-holders may be asked to work outside normal office hours on occasion in connection with School events.

- Strong IT skills and evidence of the application of these in a professional context, including experience in the use of: Microsoft Office Suite, particularly Outlook, Word and Excel; digital learning platforms; and video conferencing platforms, with the flexibility to adapt to and become a confident user of other systems and databases where necessary.

- High levels of accuracy and attention to detail when inputting data and providing information.

- Excellent communication skills in both written and spoken English.

- Good numeracy skills, including confidence in dealing with financial data.

Desirable selection criteria

- Commitment to the mission and purpose of the Blavatnik School of Government.

- An understanding of aspects of Higher Education such as the different types of Higher Education qualifications and the format of an academic year. .

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.

The Blavatnik School of Government

Our vision is of a world better led, a world better served and a world better governed. We are a global school committed to improving the quality of government and public policymaking worldwide, through three routes: teaching current and future leaders; applied research; and engagement with government and practitioners.

The School was founded in 2010 and our founding dean is Professor Ngaire Woods. We admitted the first 38 Master of Public Policy (MPP) students in 2012 and we currently accept around 140 MPP students and around eight doctoral students a year. We also accept a small group of students for our MSc in Public Policy Research.

The Blavatnik School of Government holds a bronze Athena Swan award to recognise advancement of gender equality: representation, progression and success for all. You can find more information on the Blavatnik School of Government's website.

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.

If you currently work for the University please note that:

- as part of the referencing process, we will contact your current department to confirm basic employment details including reason for leaving
- although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full time post. If you are offered this post, and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.

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 HR team directly on recruit@bsg.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 (see https://hr.web.ox.ac.uk/family-leave). 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/.

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