

Job Description and Selection Criteria

Job title	Senior Course Administrator (Professional and Open Access Courses, Portfolio 4)
Department	Continuing Education
Location	Rewley House, Wellington Square, Oxford OX1 2JA
Grade and salary	Grade 5: £31,459 - £36,616 per annum
Hours	Full-time (36.5 hours per week)
Contract type	Permanent
Reporting to	Deputy Head of Student Administration (POAC)
Vacancy reference	178117

The Role

The Senior Course Administrator is part of the administrative team in the Department's Professional and Open Access Courses (POAC) section that focuses on work for Portfolio 4 (Pre-Master's Courses and Academic English Projects). The portfolio includes full-time courses, spring and summer schools and English language project work. You will work under the direction of the Assistant Course Manager (POAC) and report to the Deputy Head of Student Administration (POAC) and must be capable of working effectively with minimal direct supervision.

The portfolio currently delivers two full-time programmes, as well as short residential spring and summer programmes for international students and for overseas teachers of English. It is also home to a number of projects with Oxford University Press (OUP); the Oxford Teachers' Academy (OTA), the Oxford Test of English (OTE), the Oxford Test of English Schools (OTES), and the Oxford Test of English (Advanced) online language proficiency tests.

You will be responsible for the administration of the Advanced Pre-sessional Course for Graduate Students (1 term), the Inspiring Oxford Summer School (6 weeks), and for a number of spring and summer schools such as the two-week English Language Teachers' Summer Seminar. You will be the sole full-time administrator working on these programmes and, as such, will be expected to work throughout the summer and attend events for summer schools between June and September. Taking significant annual leave during the busy summer period is not normally possible. Work during the summer is likely to involve weekly daily attendance at lunches, and at closing receptions and dinners on Friday evenings, registering student arrivals in college or at Rewley House on Sunday afternoons, participating in welcome addresses to students, and attending welcome receptions and dinners on Sunday evenings. During the summer, you will be expected to liaise on a daily basis with principal tutors, programme directors, course tutors, college conference teams, and summer school assistants to ensure the smooth running of each programme.



Whilst you will generally focus on the administration of 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.

Responsibilities

General Course Administration

- Ensure that publicity material for all courses is drafted, approved and passed on in time to meet agreed deadlines;
- Enter course details on to the Department's Access-based courses database;
- Ensure that all information relating to programmes is up-to-date and stored in an accessible fashion;
- Liaise with representatives of collaborating institutions regarding the successful administration of their programmes;
- Deal with student enquiries;
- Receive and promptly acknowledge and process course applications;
- Assist Programme Director(s) with the preparation of course documentation;
- Ensure that letters of engagement and fee payment requests for teaching staff are prepared issued and processed in time to meet the specified deadlines;
- Prepare and circulate joining (travel) notes and programme booklets;
- Liaise with conference team colleagues across colleges or in the Department's residential centre as to teaching room, equipment, accommodation, and meal requirements;
- Order goods and services according to Departmental guidelines and process invoices;
- Book teaching equipment and load PowerPoint presentations as required;
- Photocopy handouts for tutors/lecturers and, where necessary, obtain copyright clearance in advance;
- Prepare interim and final lists of students as required;
- Promptly obtain student and tutor reports on each programme; prepare an administrator's report on each programme; take minutes of review meetings;
- Be present when required by the Portfolio Director to ensure that any events and field trips run smoothly;
- Carry out right-to-work checks and risk assessments for field trips where required.

Financial management and transaction processing

- Assist with budget preparation and forecasting;
- Assist with costing and pricing exercises;
- Procure goods and services;
- Raise sales invoices and assist with debtor management;
- Administer the financial aspects of student withdrawals;
- Arrange the appropriate fee refunds or invoicing;
- Issue invoices to participants on open enrolment programmes, check payments and pursue any non-payments in a timely manner;
- Prepare fee payment requests for teaching and other staff;
- Check expenses claims forms, and invoices and query these as appropriate, before passing on for processing.

Course Administration

- Enter details of enrolments onto databases;
- Prepare participant welcome packs;

- Be present on the arrival day of each programme to ensure the participants are welcomed and settled into their accommodation;
- Attend summer school welcome and closing receptions and dinners;
- Attend lunches in college or in Rewley House during summer schools;
- Assist in the preparation and delivery of afternoon and evening social events;
- Answer questions from group representatives, and participants, and seek guidance as appropriate;
- Deal promptly and appropriately with any difficulties any member of the group may have while living in Oxford;
- Arrange college access for representatives of summer school programmes;
- Arrange Bodleian Library cards where required.

Supervision and contribution to improvement of processes

- Provide support to the Assistant Course Manager;
- Provide support, guidance and supervision to more junior or inexperienced staff in the team, including tasks such as delivering training, supervising temporary staff and assisting in checking non-routine correspondence;
- Be expected to develop a detailed knowledge of University and departmental policies and procedures relevant to their area of work, to enable them to advise both academic and administrative colleagues accordingly;
- Be expected to actively contribute to the development and enhancement of processes and systems.

Visits

- Research details of opening times, prices, and facilities at places of interest for group visits;
- Obtain quotations from coach hire companies, restaurants, etc;
- Make bookings as appropriate, preparing requisitions/purchase order forms for authorisation;
- Arrange all of the travel, accommodation, meals, meetings and event logistics for group field visits in the UK and overseas.

Publicity Responsibilities

- Update course web pages;
- Produce leaflets and other publicity material as required;
- Assist with the formulation and implementation of an annual publicity strategy;
- Liaise with clients regarding course publicity;
- Support course promotion visits and presentations in the UK and overseas;
- Ensure all University copyright regulations are adhered to.

Secondary Responsibilities

- Line manage the summer school assistants working on the programme.
- Carry out, from time to time, other duties as required such as covering for holidays or absence.

Selection criteria

Essential

- 1 Excellent organisational and administrative skills;
- 2 Good interpersonal skills, with the ability to deal professionally and tactfully with participants, colleagues, external suppliers, and people from other cultures;
- 3 Demonstrable experience of working in an administrative capacity in an office environment;
- 4 Demonstrable experience of successfully organising events for large groups of people, particularly overseas/international students;
- 5 A high degree of accuracy and consistent attention to detail;
- 6 An excellent command of written and spoken English;
- 7 Excellent IT skills, especially in the use of Microsoft Office Word and Excel;
- 8 The ability to work with minimal supervision on a wide variety of tasks and projects running concurrently;
- 9 You will have a proactive, professional and helpful approach to delivering exceptional customer service;
- 10 A positive attitude and a flexible and collaborative approach to work with a preparedness to work overtime occasionally, if required.

Desirable

- 1 Some knowledge of the workings of the University of Oxford and knowledge of the city of Oxford.

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.

Department for Continuing Education

The Department for Continuing Education is one of the University's largest departments and every year has more than 19,000 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 which includes two Assistant Directors, Director of Finance and Administration, Head of Student Administration, Head of Finance and Head of Marketing and Communications. 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. 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.

How to apply

Applications are made through our e-recruitment system and you will find all the information you need about how to apply 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

Help and support is available from: <https://hrsystems.admin.ox.ac.uk/recruitment-support>

If you require any further assistance please email recruitment.support@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 e-recruitment system 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

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.