

## Job Description

Job title	Apprentice Course Administrator
Division	Social Sciences
Department	Politics and International Relations
Location	Manor Road Building, Manor Road, Oxford, OX1 3UQ
Grade and salary	Apprenticeship Grade 01A: £25,331 p.a.
Hours	Full-time (36.5 hours per week)
Contract type	Fixed-term Apprenticeship (2 years)
Reporting to	Education Manager
Vacancy reference	178252
Additional information	Closing date: 11:59pm on Wednesday 12 March 2025 Interviews likely to be held w/c 9 April 2025

## Apprenticeships at the University of Oxford

Becoming an apprentice at the University of Oxford is an excellent opportunity to gain practical experience and training. You will work alongside experienced colleagues, whilst learning on the job and appropriate objectives will be set during the course of the Apprenticeship. At the same time, you will study for formal qualifications in your field.

For more information, please see some of our current apprentice's case studies: <https://www.apprenticeships.ox.ac.uk/meet-our-apprentices>

For advice on how to make your application for this apprenticeship the best it can be, please go to: <https://www.apprenticeships.ox.ac.uk/how-applyprogress>





## About the role

You will work as an Apprentice Course Administrator. You will be required to complete a 18 month training programme (as part of a two year employment contract) that will cover all aspects of the role and will be delivered through in-house training, as well as day-release or other distance learning methods delivered by Abingdon & Witney College. You will complete a Business Administrator Level 3 Apprenticeship which is relevant to many sectors including education and you will gain a Level 3 apprenticeship qualification.

College attendance and successful completion of these studies is an essential requirement of this Apprenticeship.

## The DPIR Courses Team

The apprentice will be located within the Courses Team in DPIR. The team manages all the department's postgraduate courses and key aspects of our joint undergraduate courses alongside History, Philosophy and Economics.

## Apprentice Course Administrator

The apprentice will assist the team with a wide variety of tasks across both undergraduate and postgraduate provision, which will provide excellent training for a wide-variety of education-related roles across the University in both colleges and other departments. This would include assisting with graduate applications, responding to offer holder enquiries, assisting with exam administration, dealing with lecture recording issues, providing communications support in relation to website updates or event organisation.

## Responsibilities

You will be fully trained to carry out the following main tasks listed below:

### Enquiry handling

- Act as first port of call for all types of enquiries. Respond to emails, phone calls, and other communications
- Publish events on our Virtual Learning Environment
- Deal with queries about room-bookings for teaching
- Organise online student rep elections



### Course administration

- Edit lecture recordings and assist with making them accessible to certain students
- Liaise with lecturers and students about ad hoc access requirements (due to clashes/illness)
- Assist with inputting payments into the system for paying examiners
- Assist with the management of online reading lists
- Assist with putting exam papers or submissions onto the online platform
- Liaise with teaching staff and other departments to make arrangement for teaching, and inputting arrangement into the online calendar
- Assist with drafting agendas, minutes and action logs for departmental meetings
- Assist other members of the team during peak periods
- Help keeping email distribution lists and access to online systems up to date

### Additional duties:

As a new starter, you will be expected to complete mandatory training for the department and, if applicable, your role, these include:

- Information security and Data Protection
- Implicit Bias
- Bullying and Harassment training
- Equality and Diversity briefing

Access to these training courses will be provided once in post.

## Selection criteria

### Essential

- Literacy and numeracy skills at GCSE grade 4/C (or equivalent) in Maths and English
- Great customer service skills
- Capacity to swiftly adapt to new requirements and willingness to learn new skills
- Good spoken and written communication skills
- Ability to learn to apply procedures, standards and checklists on your own initiative, meeting deadlines
- Excellent attention to detail
- Proficiency in the Office365 Suite, including standard Office applications such as Microsoft Excel, Word, and Outlook
- Experience of working within a team environment

### Desirable

- An interest in higher education and student welfare and experience.

## 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>



### Hazard-specific / Safety-critical duties

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire which will be assessed by our Occupational Health Service, and the offer of employment will be subject to a successful outcome of this assessment.

The hazards or safety-critical duties involved are as follows:

- Open food handling

## 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).

## Social Sciences Division

Oxford is a world-leading centre for research across the disciplines of the social sciences. Characterised by a wide range of methodologies, themes and fields of scholarship, multi-disciplinary research and innovative ideas thrive in an environment underpinned by excellence across the disciplines of the social sciences.

Our approach to supporting research across the Social Sciences Division has been highly successful in the last ten years, with the volume of research awards continuing to rise and the development of a large number of research centres and groupings. Researchers at Oxford



receive significant support and guidance in the development of their research, including career development, research and impact funding, research project design and management, and research outputs from academic and administrative colleagues across the University, division and departments.

More information please visit: [www.socsci.ox.ac.uk](http://www.socsci.ox.ac.uk)

## Department of Politics and International Relations

Renowned as a global leader in its field, DPIR is one of the largest departments in the University of Oxford and is active in both undergraduate and graduate teaching. With around 90 academic staff, it is world class in international and national research and teaching; in September 2024, The Guardian ranked us the Number One University in the UK for Politics. We are home to major research projects, a vibrant community of academic visitors, and a strong group of post-doctoral researchers, supported by highly competitive research fellowships, working across a broad range of disciplinary fields.

An experienced Professional Services function supports the department's research and teaching activities. The department's core Professional Service is grouped into teams that provide dedicated support for: Courses, Research, Finance, HR, and Communications & Alumni Relations. The administrative teams work closely with each other as well as with staff in other parts of the University, particularly with the Social Sciences division, Personnel Services, and Research Services, as well as with the University's many colleges.

The Department is in the Social Sciences building at Manor Road, along with the Department of Economics, the Centres for Criminology and Socio-Legal Studies, and the integrated Social Science Library.

For further information, please visit: <https://www.politics.ox.ac.uk>

## How to apply

As part of the recruitment process, shortlisted candidates will be contacted directly by the Apprenticeship Training Provider and will be required to complete initial assessments in English and maths, provide an up-to-date CV and book onto a short eligibility assessment telephone call where you can also find out more about the apprenticeship and ask any questions you may have. By applying for this vacancy, you are giving the Training Provider permission to undertake a Learner Record Service check on your previous qualifications. The Training Provider for this apprenticeship is Abingdon & Witney College - the contact there is Jane Phipps - [apprenticeships@abingdon-witney.ac.uk](mailto:apprenticeships@abingdon-witney.ac.uk)



Please note: The only way to apply for this position is to apply via the GOV.UK apprenticeships site - please click on the link below:

[Apprentice Course Administrator - University of Oxford Dept. of Politics & International Relations – Find an apprenticeship – GOV.UK](#)

The closing date for applications is 11:59pm on Wednesday 12 March 2025

Interviews are likely to take place w/c 9 April 2025.

#### 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>

#### 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.



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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: [vacancies@politics.ox.ac.uk](mailto:vacancies@politics.ox.ac.uk)

To return to the online application at any stage, please go to:

[apprenticeships@abingdon-witney.ac.uk](mailto:apprenticeships@abingdon-witney.ac.uk) or [apprenticeships@admin.ox.ac.uk](mailto:apprenticeships@admin.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

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### 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, which with effect from 1 October 2023 will be 30 September before the 70<sup>th</sup> 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, 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>



# DPIR

DEPARTMENT OF POLITICS &  
INTERNATIONAL RELATIONS

## 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).