Summary

Job title	Deputy Head of Student Administration (Professional and Open Access Courses)
Department	Continuing Education
Location	Rewley House, Wellington Square, Central Oxford Ewert House, Summertown, Oxford
Grade and salary	Grade 8: £48,235 - £57,255 per annum
Hours	Full time (a minimum of 37.5 hours per week)
Contract type	Permanent
Reporting to	Head of Student Administration (HSA) & Assistant Director (Professional and Open Access Courses)
Vacancy reference	178367
Additional information	Some days remote working is negotiable, but you must be able to work on-site in Oxford on a regular basis.

The role

The Department for Continuing Education offers a wide range of courses, projects and activities, and each portfolio is overseen by one of five Deputy Heads of Student Administration. This role has a remit which includes:

- Summer schools (see: https://www.conted.ox.ac.uk/about/summer-schools).
- Continuing professional development (CPD) courses, workshops and conferences aimed at practitioners in fields including electronics, telecoms, engineering, education, diplomacy, law, politics, biosciences and business skills for technology (see: https://www.conted.ox.ac.uk/about/professional-development-short-courses).Courses offered on a day and weekend basis www.conted.ox.ac.uk/about/day-and-weekend).
- Bespoke courses for UK and international businesses and organisations delivered in the UK and overseas.
- A selection of other online and open access courses ('open access' courses are generally available to all, with no or minimal entry requirements).
- Full-time courses (see: https://www.conted.ox.ac.uk/about/foundations-of-diplomacy-pre-masters-course).
- The University of Oxford Test Centre for the OUP Oxford Test of English suite of online English language proficiency tests.

You will lead a student administration team which currently consists of 17 staff. The team predominantly deals with non-accredited 'short' courses which might last from one day up to several months.

The role takes direction from and works closely with the Assistant Director (Professional and Open Access Courses), and reports to the Head of Student Administration (HSA) for administration-related guidance and leadership. For more information about the Department, please see: https://www.conted.ox.ac.uk/.

Responsibilities

The key areas of activity for the post-holder and their team are given below.

Student/delegate and course/activity administration:

- Ensuring the efficient and effective administration of all key processes in the student/delegate lifecycle, in line with departmental and University processes, including: recruitment, admissions, enrolment, registration, teaching, assessment, progression, course certificates and course review.
- Coordinating administrative processes relating to timetabling, teaching room bookings, accommodation, equipment, materials, catering and travel.
- Overseeing the successful management of the University of Oxford Test Centre in relation to the OUP Oxford Test of English suite of online English language proficiency tests.
- Oversight and maintenance of relevant communications, including course webpages, handbooks and virtual learning environments.
- Contributing to student number planning processes.
- Recommending the appointment of tutors and facilitating the recruitment process (agreeing terms of contract in line with department/University policies and processes).
- Servicing relevant meetings and committees, e.g., the POAC Committee.
- Liaising with the relevant sections of the University regarding visa requirements for international students/delegates.
- Analysing and agreeing action relating to the results of student/delegate feedback surveys.
- Liaising with the departmental Disability Lead and Student Support Officer on the implementation of adjustments to teaching arrangements and assessments for students/delegates with disabilities or specific learning difficulties.
- Along with the other Deputy Heads, contributing to the organisation of the award ceremony.
- Acting as signatory for student University cards.

Data and IT:

- Ensuring that student, delegate and course data is accurate, up-to-date, and recorded in the appropriate departmental and University systems.
- Providing and reviewing information, data, reports and responses to Freedom of Information requests.
- Ensuring compliance with GDPR requirements.
- Contributing to review, re-design and implementation of business systems.

Recruitment and course development:

- Utilising commercial expertise to contribute to the development of strategy with regard to new opportunities, including the development of relevant courses, external funding calls and potential national and international strategic partnerships, in line with the departmental strategic plan, and under direction from the Head of Student Administration and the Director of Operations.
- Maintaining a detailed awareness of developments in relevant areas of industry, commerce and/or the professions, and supervising market research, with a view to recommending areas for future course development.
- Maintaining an extensive network of relationships with academics and professional industry practitioners.
- Coordinating the drafting of business plans, in liaison with the academic and other administrative leads.
- Liaising with the Marketing Team with regard to course publicity and recruitment strategies.

Policy:

- Maintaining an excellent degree of knowledge of relevant departmental and University policies and procedures, and providing advice to staff and students/delegates.

- Coordinating, implementing and communicating relevant departmental/University policies and procedures.
- Contributing to the strategic direction of student administration and of the Department.
- Being proactive in proposing and leading on improvements to processes, policies and systems to enhance the effectiveness and efficiency of departmental operations.
- Supporting the HSA or others in the preparation of documents for large scale reviews of the Department's activities, including strategic plans.
- Maintaining a substantial degree of knowledge and understanding of relevant aspects of the Higher Education and professional development landscape.
- Ensuring that all of OUP's approved Test Centre policies are strictly adhered to in the administration, delivery and QA of the Oxford Test of English suite of exams.

Finance:

- Working with the Assistant Director (Professional and Open Access Courses) and Finance Manager and other relevant colleagues concerning budgetary matters, including planning and resourcing.
- Working with the Finance Manager to produce business plans and quarterly financial forecasts.
- Liaising with the Finance team regarding student fees and funding matters, and any relevant issues relating to the payment of tutors and staff.
- Working with OUP and the University of Oxford Test Centre Manager on the purchase of OTE test licences for: The Oxford Test of English, The Oxford Test of English (Schools) and the Oxford Test of English Advanced.

Team management and relationships:

- Leading and line managing the administrative team supporting professional and open access course administration.
- Developing and maintaining a team culture of working to the highest standards of accuracy, effective communication, and excellent working relationships across the Department and University.
- Ensuring the provision of an excellent standard of service to staff and students/delegates.
- Working effectively and collaboratively with other managers in the Department (including other Deputy Heads of Student Administration, as well as colleagues in IT, Marketing and Communications, Finance, HR).
- Developing strong working relationships with colleagues across the Department and University, and with national and international counterparts, for the planning, design, delivery and review of bespoke courses, and the support of Chevening post-doctoral research scholars.
- Monitoring and maintaining in good standing all collaborative agreements, agreements with partner institutions and external accreditations (as relevant).
- Liaising with University partner schools and departments regarding the provision of microcredentials for UG and Graduate courses in entrepreneurship and innovation.

From time-to-time, you will also undertake a portfolio of responsibilities and projects which are relevant to the wider Student Administration team. This might include tasks such as: acting as the lead administrator on new projects within the Department/University; coordinating the administration of a particular task across the Department; and representing the Department at University committees and meetings. In undertaking such cross-departmental duties, the you will be required to develop a good understanding of the operations of the whole department and to communicate and coordinate effectively with the other Deputy Heads and their teams. You will also be required to deputise for the Assistant Director and Head of Student Administration and for key academic leadership roles, as and when required.

The role will also cover any other duties as reasonably requested by the Assistant Director and Head of Student Administration. In certain circumstances, this may include undertaking the Deputy Head of Student Administration role for another portfolio within the Department.

The Department runs courses and hosts students and guests outside of normal office hours, including evenings, weekends and bank holidays. There is an expectation that staff will work additional hours when required, to support the smooth running of the Department and its activities.

Selection criteria

Essential selection criteria

Ref.	Criteria	Stage of the recruitment process when criteria will be considered (marked with 'x'):		
		Shortlisting	*Practical Exercise*	*Interview*
E1	The holder of a strong Honours degree or equivalent qualification/ experience	x		
E2	Significant experience of working in the Higher Education sector or comparable environment	x		x
E3	Significant commercial awareness relating to the development of recurring and bespoke short courses, programmes, events or similar activities	x	x	x
E4	Significant and long-term experience in managing sizeable teams to deliver collaborative and/or high-volume output	x		x
E5	Well-organised and thorough, with the ability to manage complex, distributed operations whilst producing accurate, detailed work to fixed deadlines	x	x	x
E6	Excellent verbal and written communication skills, with the ability to research, write and present detailed reports, and able to both influence and build relationships with a wide range of colleagues and stakeholders within and outside of the University	x	x	x
E7	Able to act with diplomacy and handle confidential tasks, understanding when discretion is required in sensitive work	x		x
E8	A high level of numeracy and experience in working with data and financial information, including planning and managing budgets	x	x	x
E9	Able to use office IT systems to an advanced level, particularly Microsoft Excel, Word and Teams and ideally experience of using virtual learning environments	x	x	x

Desirable selection criteria

Ref.	Criteria	Stage of the recruitment process when criteria will be considered:		
		Shortlisting	*Practical Exercise*	*Interview*
D1	Experience of managing the development and delivery of courses aimed at part-time students and working professionals, and experience of managing residential programmes such as summer schools	x		x
D2	Experience of managing courses which are delivered online ...students and working professionals, and experience of managing residential programmes such as summer schools	x		x

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.

Department for Continuing Education

The Department for Continuing Education is one of the University's largest departments and every year has circa 15,000 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. 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, many with state-of-the-art facilities for hybrid teaching. 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 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). **Applications which do not provide a personal supporting statement which addresses all of the essential and desirable criteria will not be considered**.

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 recruiting department directly hr@conted.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