

Summary

Job title	Digital Portfolio Administrative Officer
Division	Academic Administration Division
Department	Education Services, Student Systems
Location	University Offices, Wellington Square, Oxford
Grade and salary	Grade 6tbc: £34,982-£40,855 per annum including Oxford Weighting of £1,500 per annum (pro rata)
Hours	Full time / Part time (minimum of 0.8FTE)
Contract type	Permanent
Reporting to	Director of Student Systems
Vacancy reference	179464
Additional information	This role is offered on a full time basis, the department would welcome applications from those wanting to work a minimum of 0.8FTE

The role

This position offers an excellent opportunity to be involved at the centre of Student Systems business in a busy and challenging environment, working closely with the Senior Management Team of Student Systems, and colleagues across the AAD and the wider University. Reporting jointly to the Director it will suit a flexible and experienced officer who enjoys variety and working with diverse teams.

The post-holder's primary role will be to provide professional and proactive executive and project management support to the Management Team, to ensure that the business of the Student Systems department is carried out in a timely and efficient manner, and that key strategic-level projects are progressed appropriately. A key part of this role will be to support the activities of project and Continuous Improvement teams, and to help develop processes related to those activities. The role will encompass a wide range of matters, sometimes highly confidential and/or urgent, working with a range of internal and external stakeholders. It will include a significant amount of project management work operating across the University remit; responsibility for coordination and tracking of workflow; preparation of agendas, minutes, presentations, reports and management information; handling correspondence, predominantly via email; and managing an electronic diary and tasks; making arrangements for meetings, visits, and travel.

The post-holder must be well organised and methodical, with excellent attention to detail. The role will involve daily contact with senior staff and colleagues across the University, often in circumstances of strict confidentiality. Excellent communication skills, tact and discretion are vital in this role as is the ability to remain calm under pressure and to approach work with a positive attitude.



Flexible working

The department operates a hybrid working pattern, with the expectation that 2-3 days per week will be in the office, and the post-holder will be flexible about which days require in-person attendance.

Responsibilities

1. **Manage a number of activities** taking responsibility for both the content and quality of the output and for the project management. The post holder will create and manage timelines; manage tasks; facilitate activities; and correspond with contributors and other stakeholders to provide timely updates; produce milestone updates and end of project reports. The post holder will be required to assimilate new information; make recommendations; and assist with the implementation.
2. **Produce draft correspondence, presentations, reports and prepare management information** often to tight timescales as requested by the Director. The post-holder will be expected to work closely with the Director and Managers, providing advice and guidance and offering solutions to a range of issues.
3. **Coordinate and facilitate meetings** on behalf of the Director and Managers including the preparation and circulation of electronic agendas, papers, minutes, and briefing notes/reports as appropriate e.g. for the Student Systems Management Group. The post-holder will be responsible for the booking of venues and catering requirements for meetings, and the coordination of any events, such as user groups and project boards.
4. **Deal effectively with correspondence for the Director:** correspondence usually takes the form of emails and the role will involve either responding to emails and enquiries directly, or forwarding to appropriate colleagues, all in a timely and accurate manner. This will require the ability to create an effective working relationship with the Director, Managers, and their colleagues, understanding fully the remit of Student Systems in order to take the initiative in directing correspondence and associated work to the appropriate contact without consultation. This will require sound judgement to identify the items of business which need immediate attention.
5. **Develop processes that reduce ad hoc administration activities:** identify areas of inefficiency, duplication, or lack of documentation and implement improvements that provide transparency and structure. This will include admin activities related to projects, resource management, financial tracking, training, and team management.
6. **Coordinate committee work**, including organising business, preparing agendas, writing minutes and ensuring business is dealt with in a timely manner. Identify actions and ensure decisions are effectively implemented .
7. **Carry out any other duties as requested by the Director.** The duties above are set out as they are envisaged at present, but it will be important for the person appointed to be flexible and adaptable, and able to contribute to the development of the Departments.

Selection criteria

Essential selection criteria

1. Educated to degree standard or with equivalent work experience.
2. The demonstrated ability to effectively manage a portfolio of important activities including the ability to organise, prioritise and manage tasks. Possessing a high standard of literacy and experience in drafting correspondence, proof-reading, writing agendas/minutes, presentations and reports.
3. The ability to analyse and present data.
4. Strong self-motivation, with the ability to work effectively both independently and as part of a team, demonstrating a proactive and can-do approach.
5. The maturity and communication skills to interact with a wide range of people across, and external to, the University, displaying good tact and judgement in dealing with sensitive and confidential situations/information.

6. Ability to work under pressure and to manage an unpredictable flow of work, busy periods and multiple deadlines.
7. Excellent skills in office IT systems, especially Word, Excel, Outlook and PowerPoint. An experienced user of electronic diaries, e-mail and the Web, and akin to developing innovative electronic ways of working.
8. Experience of providing professional executive support at a senior level, ability to maintain an electronic diary, arrange meetings and organise travel itineraries.

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.

Education Services

Education Services is responsible for supporting many aspects of the student journey from admissions to degree ceremonies and degree verification. This work is achieved undertaken by six teams:

1. Assessment Team

The Assessment Team manages the operational running of the University's examinations (both examinations and submissions); examiner appointment and payments; and student examination alternative arrangements. It also oversees the administration processes underpinning the research student examination.

2. Student Data Management and Analysis

The team develops reports for staff accessed through SITS eVision and Tableau, and for the public via the web, and responds to FOI requests.

3. Student App (My Oxford)

Education Services leads the development of the Student App, My Oxford, acting as Product Owner to coordinate and prioritise deliverables.

4. Student Immigration

Student Immigration provides visa advice to applicants and monitors students attendance whilst on course.

5. Student Records (Academic Records Office, Data Quality Team and Degree Conferrals Office)

Student Records manages the Student Registration process and carries out monitoring and exception reporting, including work to produce the annual returns to the Higher Education Statistics Agency (HESA). It manages the configuration of assessments in SITS; the publication of results: verification of student degrees; and working with colleges and the Proctors' Office to facilitate the running of the University's Degree Ceremonies.

6. Student Systems

The Student Systems section oversees the support and development of IT systems which underpin the various stages of the student career, from admission to graduation. The section provides helpdesk and user support services via the Student Systems Support Centre, and delivers ongoing improvements ranging in size from small enhancements to major projects.

The section works closely with the Education IT Programme, one of whose aims is the continual improvement of the present suite of student systems. The priority is to ensure that Oxford can continue to develop a flexible user focussed approach to support student administration through IT which reflects our own priorities and approaches, and gives good value for money.

For more information please visit: <http://www.admin.ox.ac.uk/aad/studentsystems/>

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 sport, and professional and educational development services.

The AAD comprises: the Careers Service, Education Policy Support, Graduate Admissions, the Centre for Teaching and Learning, 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.

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 aadadminprojects@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 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>