Job Description

Job Title: Administration Officer

Hours: 36.5 per week

Band: 5

Supervised by: Academic Registrar. Ultimately responsible to Senior Tutor

Job Contribution: The Student Support Assistant is responsible for several key areas of academic administration at Oriel.

Responsibilities:

- Process applications for student-related grants (Travel Grants & Vacation Grants)
- Provide support during University Exams, e.g. collate invigilators’ paperwork, set up rooms, be secondary contact for exam emergencies
- Provide support before and during undergraduate collections: enter room bookings, prepare papers and room folders, send completed exams to markers
- Maintain student records: enter postgraduate advisor assignments into eVision and ERM, update electronic and paper student files, process standard student status requests
- Prepare student files for Provosts’ Collections
- Assist with equality and diversity-related events and tasks
- Update relevant sections of Weblearn
- Monitor attendance of students on Tier 4 visas
- Issue course/student status verification letters as required
- Request and distribute student university cards as required
- Assist with Degree Ceremonies
- Provide administrative support to the Welfare Team: organise welfare meetings, keep welfare information up to date in the Student Handbook, posters & the College intranet
- Monitor student feedback using the Student Barometer and bespoke surveys. Analyse and report on survey feedback to the relevant committee(s), e.g. Tutorial Committee.
- Oversee management the Academic Office’s filing systems (student/tutor records) and ensure compliance with the Data Protection Act.
- Respond to relevant Freedom of Information (FOI) requests e.g. applications statistics, current student data.
- Assist the Senior Tutor and Provost in monitoring quality of teaching and feedback
- Work with the Academic Assistant and Dean of Degrees to supervise the arrangements for the conferral of degrees to Oriel students at University Degree ceremonies, and attend degree celebrations in Oriel.
General duties:

- Liaise with Fellows and Lecturers, staff in other College departments, students, University central administration, subject departments and other colleges.
- Respond to academic enquiries from current and former students, alumni, members of academic staff, external bodies/individuals (by phone, e-mail or in person).
- Provide administrative support to the other members of the Academic Office, and to Fellows and Lecturers as and when it is required.

These responsibilities may be varied from time to time without changing the essential character of the post.

Qualities and Experience

Essential:

- Good oral and written communication skills.
- Appropriate experience in an administrative role.
- A high level of personal organisation.
- A high level of accuracy and attention to detail, with an organised, systematic, and methodical approach to work.
- Good analytical and problem-solving skills.
- The ability to work under pressure, to prioritise effectively, and to meet deadlines.
- The ability to work well in a small team.
- A positive attitude to work, and a willingness to help others.
- The ability to maintain a high standard of confidentiality and discretion.
- Good IT skills, including competence in database work (in particular using Microsoft Access), together with word-processing using MS Word, and use of MS Excel and MS Outlook.

Desirable:

- Experience of university or academic administration.
- Knowledge of Oxford University and/or its Colleges.
- Proven interest in matters of equality, diversity, and inclusivity in an educational setting.

Qualifications

- A good standard of education (A Levels and a first degree or equivalent)