



Job Description

Job Title:	Undergraduate Studies Officer
Accountable to:	Senior Tutor
Accountable for:	N/A
Liaison with:	Students, Staff, Applicants, External Consultants, Members of the Public

Job Purpose

The Undergraduate Studies Officer will play a significant role in ensuring that the information and processes which are vital to the College's administration are maintained and developed at the highest level. The Officer will work closely with other members of staff in the College's Academic Office, with members of staff in other College offices including the Domestic Bursary and the Treasury, and with colleagues across the Collegiate University.

Main duties and Responsibilities

Management and Governance

- General responsibility for the day-to-day operation of on-course undergraduate student administration processes and services;
- Report directly to the Senior Tutor on all aspects of on-course undergraduate administration, including the identification and prioritisation of key matters;
- Line-manage the Student and Academic Support Administrator;
- Prepare material relating to on-course undergraduate administration for use by relevant College committees;
- Provide proactive support for policy development and compliance by monitoring and reporting on data and statistics as required;
- Carry out relevant actions arising from College committees;

Undergraduate administration

- Oversee the processing of tutorial reports, approve outside tuition payments and costs;
- Maintain records on, and have oversight of, tutors' teaching stint;

- Oversee the organisation of Start-of-Term Collections and Master's Collections for undergraduate students;
- Oversee the organization of the undergraduate welcome week;
- Oversee arrangements for undergraduate matriculation;
- Oversee the administration of undergraduate examinations, including entering students for examinations, dealing with special arrangements, and monitoring results;
- Administer grants, awards, scholarships and other prizes;
- Administer student suspensions, and the return of suspended students to study;
- Administer student appeals:
- Manage and report on student feedback and satisfaction:
- Ensure that the student databases are kept up to date, and provide or procure appropriate training to other members of the Academic Office and other relevant staff;
- Represent the College on relevant University user groups, and keep the College informed of policy and operational changes, particularly with regard to student systems;
- Manage the budget for undergraduate book grants, travel grants, vacation study grants, and oversee their administration;
- Represent the College at occasional in-house public events, including student Open Days.

Other duties

- Contribute to the continuous improvement of the Academic Office's administrative services, and make appropriate recommendations to enhance the service to students and academic staff;
- Support the Senior Tutor in the provision of expert advice to students and tutors on academic-related matters;
- Support the Academic Registrar in coordinating arrangements for the appointment and reappointment of tutors;
- Support the Undergraduate Admissions and Access Manager in the annual undergraduate admissions exercise;

Other duties commensurate with the grade and responsibilities of the role, as the Senior Tutor may reasonably request.

Person Specification

Essential Qualifications, Skills and Experience

- Possession of a first degree or equivalent professional experience;
- A high level of discretion and sensitivity and the ability to deal appropriately with confidential information;
- Ability to remain calm under pressure, and adaptable to competing and immediate demands;
- Ability to work both independently and as part of a team;
- Excellent organisational skills and meticulous attention to detail;
- Excellent written and verbal communication skills, with the ability to formulate clear advice on a range of complex issues;
- Ability to draft reports, letters and official documentation;
- Successful experience of improving processes and procedures, and responding to new administrative demands;
- Excellent interpersonal skills, and the ability to establish and develop relationships with, and gain the confidence of, students, tutors, and a wide range of colleagues;
- A flexible approach to work, with a cooperative and collaborative attitude and willingness to work irregular hours as the role requires (including evenings and weekends on occasion);
- Experience in using standard IT packages (Microsoft Office), the maintenance and use of databases and email, and a willingness to learn new systems and software packages;
- Sympathy with the values, ethos and objectives of a small, collegiate institution, and sensitivity to the needs of students from a diverse range of backgrounds.

Desirable

- Proven experience in a similar role (especially for an Oxbridge college) highly desirable;
- Knowledge or experience of the higher education sector, the University of Oxford, and its collegiate system;
- Familiarity with University IT systems;
- Experience of line managing salaried and voluntary staff.