



Job Description

Job Title: Academic Services Manager

Accountable to: Senior Tutor

Liaison with: Students, Tutors, Staff, Oxford University Departments

Job Purpose

The Academic Services Manager occupies a central position in the College. Based in the College's Academic Office, they have responsibility for overseeing the delivery of all aspects of academic administration relating to current students. They work closely with the Senior Tutor, who is the Head of the Academic Office, and the Academic Registrar, who is the office manager, and also the Tutors for Undergraduates and Graduates. They play an important role in the provision of a high-quality student and staff experience through ensuring that systems, information and processes which are vital to the College's academic administration are maintained and developed at the highest level. They report directly to the Senior Tutor.

Main duties and Responsibilities

Management and Governance

- Responsible for the oversight of the day-to-day operation of on-course undergraduate and graduate student administration processes and services;
- Report directly to the Senior Tutor on all aspects of on-course undergraduate and graduate administration, including the identification and prioritisation of key matters;
- Line-manage the Academic Services Team;
- Prepare material relating to academic administration for use by relevant College committees, delegating as appropriate;
- 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;
- Liaise with College and University departments on student matters

Student operations

- Lead the Academic Services Team, and oversee the fair and appropriate distribution of tasks within that team, to ensure the delivery all core academic services, to include the following points;
- Oversee the organisation of start-of-term Collections and Master's Collections for undergraduate students;
- Oversee the organisation of Welcome Week;
- Oversee undergraduate and graduate matriculation;
- Oversee the administration of examinations, including entering students for examinations and monitoring results;
- Liaise with the Student Disability and Welfare Officer to organise and deliver in-college exam sittings for students with these arrangements;
- Oversee the administration of grants, awards, scholarships and other prizes;
- Oversee student suspensions and the return of suspended students to study, including dispensation and carry forward requests;
- Administer student appeals;
- 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 Univ 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 student book grants, travel grants, vacation study grants, and oversee their administration;
- Represent Univ at occasional in-house public events, including student Open Days
- It is expected that, by agreement with the Senior Tutor, the Academic Services Manager will be the primary point of contact for *either* graduate students *or* undergraduate student, according to experience. Other members of the Academic Services Team are likewise points of contact for students.

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;
- 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, 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).
- 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.