



CHRIST CHURCH
UNIVERSITY OF OXFORD

ACADEMIC SERVICES MANAGER
CHRIST CHURCH, OXFORD



JOB DESCRIPTION

Job title	Academic Services Manager
Location	Christ Church
Department	Academic Office
Salary	University Scale Grade 8 Salary (currently £45,585 – £54,395, with discretionary range up to £59,421).
Hours	37.5 hours per week
Contract type	Fixed Term to cover Maternity Leave (14 months duration)
Responsible to	Reports to Academic Registrar
Application deadline	Noon 27 th November 2023
Vacancy reference	MT23_002_Academic Services Manager
Additional information	<p>This is a full-time position that cannot be held concurrently with any other substantive post without the explicit permission of the Human Resources Director.</p> <p>This post is subject to a six-month probationary period.</p>

Christ Church

Christ Church is one of the largest of the Oxford colleges and has evolved over five centuries. Its junior members, both undergraduate (over 400) and graduate students (over 200), cover almost all the major academic disciplines in the Sciences, Humanities and Social Sciences, as do its senior academic staff (around 60). It aims at academic excellence and individual fulfilment in a friendly, tolerant and mutually supportive environment. The head of Christ Church is the Dean, while the College's academic functions are overseen by the Senior Censor. More general information about Christ Church may be obtained at www.chch.ox.ac.uk. Christ Church now invites suitably qualified candidates to join the Academic Office.

Academic Office

The Academic Office is responsible for providing administrative support for all areas of the College's academic functions, under the overall responsibility of the Senior



Censor (an academic and College Officer whose role is similar to that of a Senior Tutor in other Oxford colleges) and the line management of the Academic Registrar. While each member of staff has particular responsibilities, the Academic Office works as a team, with members assisting one another as the need arises and particularly at highly pressured points in the academic calendar.

Role of the Academic Services Manager

The College is seeking an experienced administrator for the post of Academic Services Manager. This is a mid-senior position carrying operational responsibility for on course undergraduate and graduate administration and several other academic functions. Working under the direction of the Academic Registrar, the Academic Services Manager will play a significant role in ensuring that the information and processes vital to the College's administration are maintained and developed at the highest level. There will be frequent contact with colleagues in the Academic Office, the Welfare team, the Steward's office, the Treasury, and with several of the University's central offices. It is a varied, demanding role, for which we seek a self-motivated, positive, highly organised and proactive person, with significant professional experience in a relevant area of academic administration. The duties combine a substantial systems component with a strong 'people' focus.

Main Duties and Responsibilities

1. General responsibility for the day-to-day operation of on-course student administration processes and services, including direct line management of the on-course student team, consisting of four staff members, and oversight of their individual portfolios. Specific responsibilities include, but are not limited to:
 - coordination of Freshers' Week and student induction;
 - oversight of organisation of start-of-term Collections and Dean's Collections for undergraduate students, and Progress Reviews for graduate students;
 - oversight of administration of grants, awards, bursaries, scholarships and other prizes;
 - oversight of undergraduate and graduate examination arrangements;
 - coordination of student accommodation allocations and adjustments;
 - management of and reporting on student feedback and satisfaction;
 - monitoring and referring any welfare concerns as appropriate, remaining alert to indicators;
 - holding overall responsibility for Student Visa compliance and checks;
 - processing of termly tutorial reports and
 - authorisation of outside tuition payments and costs, and stint, effectively liaising with HR and Treasury colleagues to oversee out-tutor payroll;
 - management and delegation of generic shared email account;
2. Act as Secretary to the Tutors' Meeting and Welfare Committee, and to other College committees as required, compiling and preparing relevant papers, taking minutes, and undertaking follow-up actions;
3. Represent Christ Church at University and inter-college meetings and user groups as required, cultivating good working relationships with counterparts



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- across the collegiate University and briefing Christ Church on policy and operational updates;
4. Contribute to and provide proactive support for policy development and implementation and strategic management, ensuring compliance by monitoring and reporting on student data and statistics as required;
 5. Act as Deputy Information Custodian and oversee the administration of student records and data in accordance with Christ Church's data protection policy and retention schedules, ensuring relevant staff are trained in systems and regulations as required;
 6. Coordinate updates to internal publications and relevant areas of the College website and intranet, including creation of new content as required, and enhance communications campaigns and distribution channels;
 7. Maintain standard operating procedures for relevant areas of the Academic Office;
 8. Contribute to continuous improvement of the Academic Office's administrative processes and services, making and enacting recommendations for streamlining and improving quality of the student and academic staff experience, and generating effective solutions for identified problems;
 9. Support the Academic Registrar in the provision of expert advice to students and tutors on academic-related matters, and the handling of complex student casework including suspension arrangements, maintaining in-depth knowledge of University policies and procedures;
 10. Support the Academic Registrar in their role as Disability Coordinator, including meeting with students to identify and support reasonable adjustments, liaising with the Disability Advisory Service as necessary and ensuring appropriate sharing of information;
 11. Represent Christ Church at events for students / parents / carers as required.
 12. The Academic Services Manager will be expected to carry out other duties, commensurate with the grade and responsibilities of the role, in related areas which the Academic Registrar may reasonably expect.

Person Specification (selection criteria)

Essential

- Possession of a first degree or equivalent experience;
- 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 minutes, 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 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



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immediate demands;

- Ability to work both independently and as part of a team;
- A flexible approach to work, with a cooperative and collaborative attitude and willingness to work (occasionally) 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, email and the internet, and a willingness to learn new systems and software packages;
- Sympathy with the values, ethos and objectives of a collegiate institution, and sensitivity to the needs of students from a diverse range of backgrounds.

Desirable

- Knowledge or experience of the higher education sector, the University of Oxford, and its collegiate system;
- Experience in students support services and/or in academic services;
- Familiarity with eVision and other University IT systems;
- Experience of managing a team of salaried and voluntary staff;
- Project management experience.

Appointment to this post will be subject to verification of the successful candidate's eligibility to work in the UK and a completed medical questionnaire. The post-holder will also be expected to undertake Generalist Safeguarding training, and any other training as needed.

Terms and Conditions

- Working hours: 37.5 hours per week. The normal working week is Monday to Friday, 9am – 5pm. However, the post-holder will need to have a flexible approach to working hours, as additional hours during weekends and evenings will be required at certain points of the year, and the post-holder will be expected to work such hours as are reasonably required to carry out their duties to the satisfaction of the Academic Registrar.
- Holidays: five weeks per calendar year, rising to six after two years of service. Holiday should not be taken during academic term times or the admissions period in December. Time off in lieu will be given for Public Holidays which fall during term time.
- Probation period: there will be an initial probationary period of six months.
- Salary: the salary will be on the University Scale Grade 8 (currently £45,585 – £54,395 p.a. with a discretionary range up to £59,421) according to experience.
- The post-holder will be eligible to be auto-enrolled into the USS Pension Scheme.
- Other benefits: The post-holder will be entitled to lunches without charge during periods for which these are available.

How to Apply

To apply for this position please complete provide the documentation listed below,

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no later than the deadline of **Noon 27TH November 2023**. Applications received after this time will not be considered.

Application documents should include:

- A letter of application addressed to the Academic Registrar stating your interest in the role, and explaining how you meet the criteria in the Person Specification, set out above, using examples of your skills and experience; and
- A CV, including the names and contact details of three referees. References will be taken up only for the successful candidate.
- The Equal Opportunities Monitoring Form.

Applications should be emailed to recruitment@chch.ox.ac.uk

Applications will be judged only against the criteria which are set out in the job description, and applicants should ensure that their applications explain how they meet each of the selection criteria for the post using examples of their skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependents).

Christ Church is committed to fairness, consistency and transparency in selection decisions. Members of the selection panel will be aware of the principles of equality of opportunity, fair selection and the risks of bias. Applications are particularly welcome from black and minority ethnic candidates, who are under-represented in Christ Church.

Interviews for the position are expected to take place w/c **11th December 2023**.

If you need help

If you have any questions regarding the application process, please contact recruitment@chch.ox.ac.uk. All enquiries will be treated in strict confidence and will not form part of the selection decision.

Important Information for Candidates

Data Privacy

Please note that any personal data submitted to Christ Church as part of the job application process will be used only for the purposes of determining suitability for the post and processed in accordance with the General Data Protection Regulations (GDPR) and related UK data protection legislation. For further information, please see the Christ Church Privacy Notice available at: <https://www.chch.ox.ac.uk/privacypolicy>.

Due to the large volume of recruitment that Christ Church administers we are unable to provide feedback to non-shortlisted applicants.

Christ Church's policy on retirement

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There is no normal or fixed age at which staff in non-academic posts 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

Christ Church is committed to equality of opportunity. It is our policy and practice that entry into employment and progression within employment will be determined only by criteria which are related to the duties of a particular post and the relevant salary scale. No applicant or member of staff will be treated less favourably than another because of their age, disability, ethnicity, marital or civil partnership status, parental status, religion or belief, gender, or sexual orientation.