



CHRIST CHURCH
UNIVERSITY OF OXFORD

ACADEMIC SERVICES MANAGER
CHRIST CHURCH, OXFORD

Further Particulars

Job title	Academic Services Manager
Location	Christ Church
Department	Academic Office
Salary	University Scale Grade 8 Salary (currently £49,119 – £58,265, with discretionary range up to £63,489).
Hours	37.5 hours per week
Contract type	Fixed Term to cover Maternity Leave (14 months duration)
Start date	4th January 2027 or as soon as possible thereafter
Responsible to	Reports to Academic Registrar
Application deadline	Noon 28 September 2026
Vacancy reference	MT26_003_Academic Services Manager
Additional information	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. This post is subject to a four-month probationary period.

Christ Church and Academic Office

Christ Church is one of the largest of the Oxford colleges with over 650 undergraduate and graduate students across most academic disciplines. 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 and the line management of the Academic Registrar. The Academic Office works collaboratively, particularly at busy periods of the academic calendar.

Role of the Academic Services Manager

The College is seeking an experienced administrator for the post of Academic Services Manager, a mid-senior position with operational responsibility for on-course undergraduate and graduate administration and related academic services. The post combines people and team management, systems and data, student-facing work, policy/compliance, and process improvement, with extensive collaboration across Christ Church and the wider University.

Main Duties and Responsibilities

- Lead on-course student administration and directly manage a three-person team.
- Oversee the student lifecycle, including induction, academic progress reviews, examinations, awards and funding, accommodation allocations, feedback, and student welfare referrals.
- Hold overall responsibility for Student Visa compliance.
- Oversee tutorial reporting, outside tuition payments/payroll processes and shared Academic Office communications.
- Act as Secretary to Tutors' Meeting and Welfare & EDI Committee, and other committees and working groups as required, preparing papers and minutes and ensuring follow-up actions.
- Represent Christ Church in University/inter-college meetings and communicate relevant policy and operational developments.
- Support policy development, implementation and strategic management, including



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monitoring and reporting student data.

- Oversee student records, data protection and retention, acting as Deputy Information Custodian.
- Maintain Academic Office communications, website/intranet content and standard operating procedures.
- Drive continuous improvement, streamlining processes and improving the student and academic staff experience.
- Advise students and tutors on academic matters and help manage complex student cases, including suspensions.
- Support disability provision and reasonable adjustments, liaising with University services as required.
- Represent the College at student/parent/carer events.
- 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;
- Highly organised and accurate, while able to handle competing priorities and pressure.
- An excellent written and verbal communicator, including drafting formal documents and explaining complex issues clearly.
- Experienced in administration and process improvement, with confidence using databases and standard IT systems.
- Strong at relationship-building and stakeholder management across students, academics and professional services.
- Discreet and sensitive when handling confidential or complex cases.
- Able to work independently and collaboratively, with flexibility during busy periods.
- Comfortable learning and applying policies, regulations and systems.
- Sympathetic to the collegiate environment and attentive to students from diverse 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.

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, and we will contact the referees you have nominated. An enhanced Disclosure and Barring Service (DBS) check will also be required. The post-holder will 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



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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 four months.
- Salary: the salary will be on the University Scale Grade 8 (currently £49,119 – £58,265 p.a. with a discretionary range up to £63,489) 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

Please apply using the online application form available here:

https://fas.chch.ox.ac.uk/fas_live/chchasm/ no later than the deadline of **noon 28 September 2026**. 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 two referees. References will only be taken up for the successful candidate.

Applications will be assessed 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 dependants).

Christ Church is committed to fairness, consistency and transparency in selection decisions. Members of selection committees 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 College staff.

Christ Church welcomes applications from candidates who have a disability or long-term health condition and is committed to providing long term support. Please let us know if you need any adjustments to the recruitment process, including the provision of these documents in large print, audio or other formats. If we invite you for interviews, we will ask whether you require any particular arrangements at the interview.

Interviews

Interviews for the position are expected to take place w/c **5 October 2026**.

If you need help

If you have any questions regarding the application process, please contact academic.recruitment@chch.ox.ac.uk. All enquiries will be treated with 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: [Privacy Notice | Christ Church, University of Oxford](#).

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

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, sex, or sexual orientation.