



Job Description

Academic Office Administrator (part-time)

Hours: 20 hours over four or five days with flexibility outside of term time
Reports to: Academic Registrar
Location: Pembroke College

The specific duties of the post may change, but are likely to be focussed on the following key areas:

General Administration

- Dealing with enquiries by email and in person; including students, academic staff, operational staff, and prospective students or academic staff,
- 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,
- Updating the website and mailing lists,
- Maintaining filing and archiving and ensure compliance for records held within College in relation to GDPR requirements,
- Frequent use of databases and IT systems, including the SITS student database and Kinetics for room bookings,
- Ordering of stationery and other minor expenditure,
- Representing the College at relevant meetings,
- Helping other members of the Academic Office on work outside of the normal remit of the role,
- Any other duties as may be reasonably requested.

Undergraduates and Visiting Students

- Coordinate the Study Skills provision within college, managing appointments, processing feedback and coordinating new initiatives,
- Co-ordinate the administration of academic awards, including Scholarships and Exhibitions,
- Supporting enrichment activities, including administration of prizes and recognition awards,
- Organising scholarly dinners and other events, throughout the year,
- Organisation of Undergraduate and Graduate academic review meetings with tutors and students,
- Preparing correspondence, including academic transcripts and formal letters,
- Liaising with Fellows and Tutors to appoint Undergraduate Subject Reps.

Selection criteria

Essential:

- Educated to A-Level standard or equivalent,
- Well-developed administrative skills, including excellent time management, accuracy and attention to detail
- Excellent IT skills, including proficient use of Microsoft Outlook, Word and Excel,
- Enthusiasm for and ability to learn new IT systems quickly,
- Excellent interpersonal skills and experience of developing successful working relationships with a wide variety of people, demonstrating a high level of tact, tolerance and understanding,
- Enthusiasm for supporting students and academic staff,
- Experience of working calmly under pressure in a busy environment, balancing competing deadlines and priorities, and ability to deal with frequent interruptions at certain times of year,
- Excellent communication skills (both oral and written),
- Good standard of numeracy,
- Experience of using initiative and creativity to proactively solve problems and make improvements,
- Positive approach to working cooperatively and flexibly as part of a team,
- A commitment to personal development.

Desirable:

- Experience of working in the university sector,
- Experience of organising events,
- More advanced skills or training in Microsoft Office, particularly Word, Excel and Outlook,
- Experience of diary management and minute-taking.