



Job Description Academic Support Officer

Hours: 37½ hours per week

Reports to: Academic Registrar

Location: Pembroke College

Salary: £28,000 to £34,000 (depending on experience)

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

Student administration

Undergraduates

- Acting as first point of contact for enquiries and administration relating to on-course students
- Financial administration, responsibility for TMS system (through which lecturers submit requests for payments), advising students on financial matters and hardship funding, administering vacation grants
- Exam administration, including applications for alternative arrangements for students with disabilities, organising College sittings, administering the mitigating circumstances process and dealing with complaints and appeals
- Responsibility for Collections (College examinations at the start of each term), including recruiting and allocating invigilators (usually graduate students from within Pembroke)
- Administering sports awards and a range of other College prizes
- Administering the Rokos internships scheme, which provides funding for students studying STEM subjects
- Administering visa checks and returns
- Handling of confidential data, including collating statistics, maintaining student records and filing
- Servicing committees and working groups as required
- Acting as a source of expertise to staff and students on relevant matters of University policy and procedure
- General academic administration, including answering correspondence, provision of student transcripts and other forms, support to academic staff and maintaining filing/data systems
- Using databases (such as eVision, TMS, Kinetics, ADSS), IT systems (Microsoft Office) and updating the website
- Representing the College at relevant meetings
- Helping other members of the Academic Office on work outside of the normal remit of the role and as when required, most generally during the admissions period in Michaelmas Term (late November/December)
- Any other duties as may be reasonably requested.

Visiting students

- Administering the Visiting Student programme, the admissions process, liaising with partner institutions regarding applications, assisting students with subject course choices
- Acting as first point of contact for enquiries and administration relating to on-course students
- Any other duties as may be reasonably requested.

Selection criteria

Essential:

- Education to degree level (or equivalent)
- Well-developed administrative skills, including excellent time management, prioritisation skills, accuracy and attention to detail;
- Experience of working calmly under pressure in a busy environment and in the context of competing deadlines and priorities;
- Excellent communication skills (both oral and written) to suit a wide variety of audiences,
- Excellent interpersonal skills, including negotiation skills, and experience of developing successful working relationships with a wide variety of people, demonstrating a high level of tact, tolerance and understanding when necessary;
- Experience of using initiative and creativity to proactively solve problems and make improvements;
- Experience of coordinating others to achieve a common goal;
- Approachable and friendly attitude when delivering customer service;
- A good standard of numeracy and confidence in handling data;
- Ability to work both independently and as part of a team;
- Experience of handling sensitive and confidential matters with discretion and initiative;
- Excellent IT skills, including use of Microsoft Outlook, Word, PowerPoint and Excel, and the ability to learn new systems quickly; and
- A commitment to personal development and the willingness to be flexible and proactive.

Desirable:

- Experience of working in the school or university sector;
- Experience of supervising others.

The post-holder may also be required to undertake a Disclosure and Barring Service (DBS) check.

Working hours:

This is a full-time position, 37½ hours per week, between the core hours of 8:30am-5pm, Monday to Friday. Although the Academic Office work as part of a team and will all help each other during busy periods, occasional overtime will be required during weekends and evenings at certain times of year, for which time off in lieu will be given. This includes but is not limited to the undergraduate admissions period in late November/December. Please also be aware that annual leave cannot normally be taken during term-time or during the undergraduate admissions period (December/January, other than the Christmas break when College is closed).