



Job Description

Job Title:	Academic Office Assistant
Accountable to:	Deputy Head of Academic Office
Hours:	0.8 FTE (28 hours per week)
Grade:	University Grade 4

Overview of the role

The Academic Office Assistant contributes to the overall student experience at St Antony's College by providing high quality administrative support in key areas throughout the student journey. The post-holder reports to the Deputy Head of Academic Office and works alongside the Academic Officer, who is responsible for on-course student support, and the Admissions Officer, who is responsible for administration of the admissions process. The team reports to the Head of Academic Office and works closely with other key teams within the College, including Accounts, Accommodation and Development.

Main duties and responsibilities

The Academic Office Assistant is the first point of contact for enquiries to the academic office. The post holder undertakes a broad range of tasks which contribute to the smooth running of the College's academic administration following the academic cycle of postgraduate studies from new students arriving in college, through assessments, to students completing their course and graduating. Whilst staff members have particular areas of responsibility, the Academic Office works as a team, with members assisting one another as the need arises. Some responsibilities within this post are shared with other team members to ensure a high level of service and support is provided to our students throughout the academic year:

On-course student support

- Meet and greet visitors to the office and provide excellent customer service. This will include proactive support to prospective and current students by acting as first point of contact for all enquiries, providing basic advice and guidance in person, via email and on the phone on academic-related matters, or redirecting to other members of the Academic Office, or other College departments, as appropriate.
- Process and administer all progression forms related to graduate research students, including monitoring the eVision student dashboard, and keep accurate records in line with GDPR regulations.
- Accurately prepare or certify standard documents e.g. status letters, transcript letters, enrolment certificates, visa support letters, or other official letters when required.

- Provide support during the exam period, which includes setting up college exams, coordinating invigilators, collecting exam papers, as well as covering exam core hours.
- Prepare straight forward examination related applications as directed by the Head of Academic Office, for example for mitigating circumstances notices to examiners, and respond to queries on application progress in a timely fashion.

Academic Office Administration

- Assist the Deputy Head of Academic Office with the annual rollover of student records by downloading reports from eVision and College databases to provide accurate data for this process.
- Contribute actively to the weekly student newsletter.
- Contribute to the Student Handbook and update the College website as needed.
- Order and distribute university cards to students, running reports to anticipate card expiry in advance of requirements.
- Assist with all start of year activities, including preparing new student lists for the Lodge, creating new student files, and updating the website.
- Assist with College Registration sessions, and administer the enrolment of all new students.
- Work with the team to allocate College Advisors at the beginning of the academic year and update these termly; communicate with Advisors and Advisees to establish and maintain these relationships, and assist the Head of Academic Office with organizing Advisor training.
- Support the Deputy Head of Academic Office with the administration of College Scholarships, termly Star Grants, Writing up Bursaries and the College Financial Assistance Fund.
- Maintain and file digital records in Academic Office files, and archive electronic student files in line with Academic Office data retention guidelines. Maintain and retrieve archived paper student files as needed, assisting with archive information requests as required.

Student Liaison and Experience

- Assist with the administration of events run by the Academic Office, including degree days, matriculation and newcomers' dinners.
- Organise termly student events such as the DPhil Dinner, Welfare Lunch and Warden's Breakfast and liaise with the Conferencing team. This involves managing booking forms, operating a waiting list, recording dietary requirements, and ensuring rooms and catering are booked for correct numbers in advance.
- Arrange termly College welfare meetings between the College welfare team (including the Senior Tutor, Head of Academic Office and the Bursar) and the Graduate Common Room Officers. This includes setting dates, booking rooms, and organising catering.
- Support the Head of Academic Office and the Deputy with welfare administration. This includes organizing individual meetings with students, restocking of welfare boxes, liaison with student Peer Champions, and the distribution of welfare information.
- Contact new students with registered disabilities and organize initial meetings with the Deputy Head of Academic Office.
- Organise meetings for incoming students with alumni representatives (Liaison Officers) in coordination with the Development Office.

- Liaise with the student body / GCR when requests for events with alumni involvement are requested.
- Collect reports from St Antony's scholarship holders and recipients of college grants, and obtain consent to pass these to the Development Office.
- Collect testimonials from students throughout the year (working with the Communication Manager).
- Work with the Head of Academic Office and facilitate Focus groups and student surveys

Other duties

- Support the team as and when required with short-term projects and during busy periods as well as during staff absence.

Person Specification

Essential

1. Administrative experience and ability to provide excellent customer service.
2. Excellent communication and interpersonal skills, with the ability to deal confidently with a range of people.
3. Strong attention to detail, and able to work accurately at all times.
4. A good level of numeracy.
5. IT-literate, with strong IT skills appropriate to a Windows-based office, and willingness to learn new applications as required.
6. Ability to prioritise multiple demands, to plan work and be well-organised and clear-thinking, and to remain calm under pressure.
7. An awareness of data protection and GDPR legislation and an ability to follow policies and procedures in relation to this.
8. Tact and discretion in dealing with confidential or sensitive matters.
9. Able to work resourcefully and cooperatively as part of a small team – this includes willingness to take ownership of duties, and possessing the judgement to know how and when to escalate to others.
10. A hands-on team player who is reliable and willing to do whatever is needed to support the team.
11. Flexible approach to the role (some weekend/evening work will be required).

Desirable

1. Experience of working in the Higher Education sector or similar, particularly within a student administration role.
2. Experience of organizing events
3. Experience of using student systems such as eVision.
4. Interest in working in an international multicultural environment.
5. Sympathy with the values, ethos and objectives of a small, collegiate institution.