

Job Description

Job Title:	Academic and Student Support Officer
Accountable to:	Academic Services Manager
Hours:	Full time (35 hours per week)
Grade:	University Grade 5

Overview of the role

The Academic and Student Support Officer is responsible for student administration and the coordination of academic and exam related matters. The post-holder plays an important role in the overall administrative support for all our students. They work as part of a small, friendly team in a busy office and are an important point of contact for current students and colleagues within the College and the University.

The role is based within the Academic Office, which is responsible for student support provided throughout the student lifecycle, from graduate admissions and pre-arrival communication to on-course student administration and through to graduation, and plays a vital role in the overall student experience at St Antony's College. The post-holder is line managed by, and reports directly to, the Academic Services Manager. The Academic Office includes an Academic and Admissions Officer and collectively reports to the Head of Academic Office. The team works closely with the College's academic leads in this area—the Senior Tutor, the Dean, and the Tutor for Admissions—and liaises with key College teams, including Accounts, Accommodation, and Development. The post-holder will be required to work on site at the College.

Main duties and responsibilities:

The post-holder provides exceptional administrative support for on-course students which contributes to the smooth functioning of the College's academic administration and a positive student experience. The post-holder will be expected to provide a high level of customer service. Some responsibilities are shared with other team members to ensure a high level of service and support is provided to our students throughout the year. There are three elements to the role (i) **student administration**, (ii) **examination support and administration**, and (iii) **graduation and Academic Office coordination**.

Student administration

The Academic and Student Support Officer is responsible for overseeing all processes related to taught course students through monitoring and supporting the academic progress of all enrolled students. Duties include:

- Act as the first point of contact for all enquiries from current taught-course students, providing accurate, timely, and appropriate advice on academic progression and student status.

- Responsible for the efficient administration of all on-course processes, including course progression, suspensions, withdrawals, and returns to study.
- Maintain accurate and up-to-date student records on the College's database, ensuring data integrity and GDPR compliance. Inform relevant colleagues of changes in student status as needed, using your judgement to raise concerns as appropriate.
- Liaise with the Head of Academic Office and Academic Service Manager on welfare and academic cases, escalating concerns as appropriate.
- Assist with the administration of hardship funds and termly College grants and liaise with the Academic Service Manager as required.
- Accurately prepare and certify standard documentation such as status letters, transcript letters, and enrolment certificates.
- Order and issue University cards and ensure appropriate right-to-study checks are completed in line with UKVI regulations; ensuring the data is correctly recorded on eVision.
- Contribute to the induction and enrolment of new students, ensuring smooth registration and effective communication of College processes.
- Support the Academic Services Manager with the annual rollover of student records and production of accurate student lists.

Examinations Support and Administration

- Administer all examination-related processes in liaison with the Academic Services Manager and University departments, ensuring compliance with College and University regulations.
- Monitor termly academic progress, identifying issues proactively and referring where necessary.
- Coordinate reasonable adjustments for students with disabilities, including alternative exam arrangements and communication with the departments, Exam Schools and Disability Advisory Service.
- Process applications for extensions, mitigating circumstances, and other academic adjustments, using sound judgement to address or escalate matters.
- Support the smooth running of examinations held in College, including setting up exam rooms, coordinating invigilators, collecting exam papers, and covering exam core hours (including outside out-of-hours work).
- Maintain accurate examination records and update the relevant sections of the College website.
- Organise termly student events, such as welfare events, dinners and other related events.
- Act as a first point of contact for basic welfare enquiries, signposting and escalating appropriately to the Head of the Academic Office.

- Prepare and distribute the weekly student newsletter, ensuring relevant College and University updates are shared with the student body.

Graduation and Academic Office Coordination

- Manage all aspects of graduation administration, including student registration on eVision, liaison with the University Degree Conferrals Office, and correspondence with graduands.
- Organise College graduation ceremonies, including booking arrangements, ticketing, and communication with graduands and the Dean of Degrees.
- Oversee arrangements on the day of ceremonies, acting as the attending College Officer and delegating tasks to the team as appropriate. Graduation ceremonies are typically on a Saturday, and the postholder will be expected to attend on the day.
- Maintain and update the graduation section of the College website.
- Support Academic Office activities across the student lifecycle, from enquiry through to graduation, providing flexible assistance at peak periods.
- Contribute to Academic Office initiatives, projects, and process improvements to enhance the student experience and administrative efficiency.
- Contribute to termly student initiatives and event coordination.

The post-holder is required to undertake other duties appropriate to the grade at the direction of the Head of Academic Office and Academic Services Manager, and provide cover for colleagues in the Academic Office in case of absence.

Person Specification

Essential

- Proven administrative experience and an ability to provide excellent customer service
- Excellent communication and interpersonal skills, with the ability to deal confidently with a range of people.
- Strong attention to detail, and able to work accurately at all times.
- A good level of numeracy.
- IT-literate, with strong IT skills appropriate to a Windows-based office, and willingness to learn new applications as required.
- Ability to prioritise multiple demands, to plan work and be well-organised and clear-thinking, and to remain calm under pressure.
- Ability to use initiative and make considered judgements when dealing with queries or anomalies.
- An awareness of data protection and GDPR legislation and an ability to follow policies and procedures in relation to this.
- Tact and discretion in dealing with confidential or sensitive matters.
- 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 take initiative.
- A hands-on team player who is reliable and willing to do whatever is needed to support the team.
- Flexible approach to the role (some weekend/evening work will be required), with a cooperative attitude.

Desirable

- Educated to degree level or equivalent.
- Experience of working in the Higher Education sector or similar, particularly within a student administration role.
- Experience of using student systems such as eVision.
- Interest in working in an international multicultural environment.
- Sympathy with the values, ethos and objectives of a small, collegiate institution.