

Job Description

Job title:	Tutorial Administrator
Department:	Tutorial
Location:	Murray Edwards College
Purpose of role:	Provide support to the Tutorial Office with administrative tasks
Line manager:	Head of Tutorial Office
Line manages:	N/A
Salary and Salary Band:	6
Hours:	Full time - 37.5 hours per week
Working environment:	Office based
DBS check required?	Yes <input type="checkbox"/> No <input type="checkbox"/> IF YES, Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input type="checkbox"/>

Overview of the role

To support the Tutorial Office in the administration of tasks related to undergraduate and postgraduate students, across all aspects including welfare, exams, matriculation, and graduation, in accordance with the cycle of events and planned schedule of activities.

To provide support to Tutors and Directors of Studies in a timely fashion and on a seamless basis, ensuring that the primary objective of the department--educational provision--is prioritised.

Main duties and responsibilities:

Student Intake:

- Lead admin for PG admissions, working closely with the Executive PG tutor to process applications
- Admin preparation for new student arrivals (both undergraduate and postgraduate) including information packs and related communications
- Lead admin for student arrivals during Freshers' week
- Admin preparation for matriculation

Student Administration and Support:

- First point of contact for all queries to ensure provision of a seamless and timely response
- Provide written information for students including letters as required (e.g. bank letters and proof of studentship) on a responsive and timely basis
- Produce academic transcripts for students as required
- Liaise with College departments e.g. Finance, Housekeeping (student accommodation allocations), and Porters Lodge to provide appropriate support as necessary

Student Events:

- Coordinate and liaise with other College departments and student groups regarding key student events e.g. arrival of new students / Freshers' Week; special events and dinners
- Oversee seating plans and invitation lists for College dinners

Tutor Support:

- Maintain up to date lists of Tutors and Directors of Studies
- Maintain supervision records including online supervision reporting system
- Provide ad hoc administrative support for Undergraduate and Postgraduate Tutors
- Liaise with the Deputy Senior Tutor and Executive Postgraduate Tutors on student matters

Exams:

- Maintain current knowledge of the University examination regulations
- Manage exam entries
- Manage in-College mock exams
- Take administrative responsibility for maintaining the College's Exam Access Arrangements (EAAs) for all students
- Ensure students with specific learning differences and medical concerns are registered with the University in order for additional requirements to be in place.
- Schedule and manage exams that are taking place in College. This includes arranging for computers, rooms, extra time and other necessary EAA recommendations.
- Organise and train invigilators. Calculate invigilator hours and timesheets and liaise with payroll and HR.
- Coordinate the distribution and collection of exam papers and live corrections
- Assist the Head of Tutorial with the production of results data / reports
- Assist tutors and DoS regarding queries concerning examinations and exam arrangements.

Graduation:

- Administer arrangements for all graduation ceremonies and related events, liaising with the Praelector

Student Records:

- Oversee compliance with UK visa and immigration requirements e.g. signing in requirements and keep up to date with visa regulations and requirements
- Oversee maintenance of student records on CamSIS as well as in-College files records of all College students (past and present)
- Maintain and update student databases e.g. in CamSIS and CASC, plus records/lists of Tutors, Directors of Studies, exam results and awards, scholarships and prizes etc.
- Conduct searches and issue reports for College and University departments
- Tutorial lead for CamCORS
- Develop and maintain Moodle and other online resources for Tutors, DoS and students.
- Administer College student funds
- Deal with student disability matters and Student Support Documents, coordinate with ADRC
- Liaise with the central administration of the University (including Student Registry and EAMC) regarding academic matters and applications and ensure efficient information flow to other Colleges and Departments.

Student Finance:

- Take the lead on Student Finance
- Liaise with Student Loan Company and other external bodies.
- Publicise and arrange paperwork for scholarships, grants and awards on a timely basis
- Develop a clear understanding of students' financial positions and options.
- Triage and support student applications for support; analysing their student finance assessment, the funding available and liaising with the student if straightforward request.
- Working closely with the Finance Tutor to resolve unusual requests for support.

Other:

- Where required, attend and take minutes for relevant College committees

- Assist in the updating of the College’s website, Intranet and student handbooks/guides relating to undergraduate and postgraduate affairs
- Other duties appropriate to the nature of the post as may be required: flexibility is required to work occasional weekend and early evening hours during the academic year.

Person Specification

	Essential	Desirable
Qualifications required for the post:	Educated to A-level standard or equivalent	Degree-level qualification or equivalent professional experience.
Knowledge and experience required:	Experience of working in administration requiring strong organisational skills.	Experience in a College or Higher Education setting.
IT skills required:	Confident in application and use of relevant IT systems, including Microsoft Office applications	High level knowledge of MS Excel Experience of working with Teams Experience of using University systems such as CamSIS and CamCORS
Personal attributes	<ul style="list-style-type: none"> • Communication skills – communicates accurately, clearly and concisely, in writing and orally, using appropriate structure, media, language, tone and grammar • Organisational skills – works through tasks in an organised and responsive way and prioritises own workload appropriately to meet deadlines, ensuring any issues are raised on a timely basis • Accuracy - works accurately and with good attention to detail • Self-motivation – uses initiative and consistently demonstrates a positive ‘can-do’ attitude and solutions-oriented approach to work • Resilience – remains calm and perseveres despite pressure or obstacles • Adaptability - demonstrates open-mindedness to change and takes on additional or new tasks at short notice • Team working skills – actively contributes to the team’s efforts in achieving the Tutorial Office and College’s objectives • Interpersonal skills – builds and maintains positive working relationships across the College • Service excellence – provides a responsive service to all members of the College • Professionalism – is polite and reliable at all times and maintains discretion on confidential and sensitive matters • Drive - enthusiastic about supporting students and working in a college environment 	