



Kellogg College
University of Oxford



Job Description

KELLOGG COLLEGE

Job title	Student Support Officer
Division	Kellogg College
Department	Academic Office
Location	60-62 Banbury Road, Oxford, OX2 6PN
Grade and salary	Grade 5: £25, 941-£30, 942 per annum
Hours	Full time
Contract type	Permanent
Reporting to	Academic Administrator
Vacancy reference	145652
Additional information	<i>2 posts available; This post may require weekend and evening work for which Time Off In Lieu will be offered</i>

The role

The two Student Support and Records Officers are part of the College's Academic Office. The Academic Office is a small team working to support the University's largest body of graduate students, from initial application, through admission and induction, while on course, and eventually, to graduation.

The post holders will report directly to the Academic Administrator and will have responsibility for on-course student support, ceremony event management, and student records. The post holders will share all the responsibilities but one will take the lead on events and ceremonies, and the other will take the lead on student welfare support. The Academic Administrator will apportion these roles. It is essential that the post holders work collaboratively and communicate effectively, seeking advice from the Academic Administrator where necessary.

In the Academic Office there are two Assistant Academic Administrators who have responsibility for admissions and systems, and student experience co-ordination. The post holders are expected to work collectively with the Assistant Academic Administrators and the



rest of the Academic Office (currently the Academic Administrator and two Administrative Assistants) as well as other members of the College staff to deliver the highest possible level of service to students at all times.

The post holders will interact with a wide range of people within and outside of the College. Within the College this will include regular contact with College Officers (principally the Senior Tutor and Dean), Fellows (including members of the College's Equality and Welfare Committee, and Governing Body), staff members in the College's other offices (principally the Finance Office, Domestic Bursary, and College Administrator), and of course applicants and students from a diverse range of backgrounds. Outside the College the post holders will have regular contact with many University Offices (including Student Fees and Funding, the Proctors' Office and Degree Conferrals), Departments/Faculties, Divisions, and other Colleges.

The post holders will be expected to work to a high level of expertise, efficiency, discretion, and professionalism. The post holders will be required to maintain the confidentiality of both personal and institutional information, and to act at all times in the best interests of the College.

Responsibilities

The Student Support and Records Officers carry out three distinct roles in addition to shared Academic Office responsibilities. The responsibilities of the posts are, therefore, structured around these three roles.

On-course student support

- Transition applicants to on-course status, ensuring induction, enrolment, and matriculation are completed accurately and on time.
- Provide on-going support to students in completing required processes including Graduate Studies Progression Forms (GSO), Examination Entry, Re-enrolment, visa monitoring, ensuring regulatory compliance with University deadlines and standards in all areas.
- With the Academic Administrator, support students in resolving progression and examination issues (e.g. missed deadlines or alternative exam arrangements) by providing advice and guidance and completing applications to Education Committee, the Exams and Assessments Team, or the Proctors as needed and arranging examinations in College.
- With the Senior Tutor, manage the College's participation in the University's Graduate Supervision arrangements, allocating appropriate College Advisers, encouraging participation of both students and advisers in the reporting process, flagging and reporting issues for attention as appropriate.
- Create and maintain up-to-date, helpful, and well-presented student-facing information on the College's website, online handbook, occasional social media and other digital platforms such as web-based document sharing systems (e.g. SharePoint), and VLEs, and in print, in relation to all activities of the Academic Office.
- Organise membership arrangements for Associate Members in line with the College's guidelines.
- Clerk Equality and Welfare Committee, providing draft minutes for approval by the Academic Administrator in time for Governing Body's approval.

Student records

- Take responsibility within the Academic Office for the creation and maintenance of accurate and informative student records both digital (within SITS:Vision for Colleges) and in hardcopy.
- In close collaboration with the Finance Office, ensure that the correct fees are recorded and amended as applicable against all students to enable accurate and timely invoicing of students, Departments/Faculties, and sponsors as required and assisting with the reconciliation of the University Fee Schedule.
- Take responsibility within the Academic Office for the College's inputs to a variety of University systems including SITS:Vision for Colleges and Graduate Supervision Reporting (GSR).
- Work closely with the Assistant Academic Administrator (Admissions and Systems) to develop, test and improve processes and systems.

Academic Office ceremony and event delivery (currently induction, matriculation, graduation)

- Plan and lead the delivery of individual events, co-ordinating related activities within the Academic Office, ensure accurate capacity planning, meet regulatory requirements, briefing and arranging Deans of Degree, recruiting and training student helpers, and liaising with the College's Facilities, Hospitality and Events, and Finance Offices, Departments/Faculties, and Degree Conferrals and external suppliers to ensure the smooth and efficient running of each event.
- Ensure that students and other participants receive full and accurate information at all points and that, where necessary, bookings are made and taken accurately and in a timely manner.
- Assist with enquiries about events in advance and on the day, dealing with issues as they arise to ensure that all participants, especially students, have an enjoyable and positive experience.
- Conduct regular reviews of activities in this area, working with colleagues to identify and implement improvements and conduct short- and medium-term planning exercises.

The post holders will also be expected to carry out work in support of several areas of the Academic Office's remit as required including

- Receiving and responding to enquiries from applicants, current students, alumni and others by telephone, e-mail, or in person
- Maintaining records (e.g. student files, mailing lists) and office documentation (e.g. office manuals)
- Ensuring sufficient knowledge of key processes such as Admissions to assist in times of absence or peak activity

Pre-employment screening

All offers of employment are made subject to standard pre-employment screening, as applicable to the post.

If you are offered the post, you will be asked to provide proof of your right-to-work, your identity, and we will contact the referees you have nominated. You will also be asked to complete a health declaration (so that you can tell us about any health conditions or disabilities so that we can discuss appropriate adjustments with you), and a declaration of any unspent criminal convictions.

We advise all applicants to read the candidate notes on the University's pre-employment screening procedures, found at: www.ox.ac.uk/about/jobs/preemploymentscreening/.

Selection criteria

Essential selection criteria

- Experience of further or higher education administration
- Experience of process design and/or systems management
- Experience of handling sensitive or personal information.
- Knowledge of student support or progression in further or higher education
- Experience of interpreting and applying regulations.
- Competent in the use of MS Excel and MS Word including an understanding of mail merge functions
- High level of accuracy and attention to detail
- Proven ability to clearly communicate information both verbally and in writing
- Demonstrable good interpersonal and communication skills
- Ability to deal tactfully with people under pressure
- Confidence at and experience of speaking to groups of people
- Proven ability to prioritise tasks effectively, use time efficiently, and adapt when necessary
- Experience of organising events
- Demonstrable friendly and professional attitude
- Comfortable working with a diverse range of people
- Ability to work closely with colleagues ensuring shared responsibilities are clearly communicated and met
- Invested in building good working relationships with colleagues across the College and the University
- Capable of working independently within a team
- High level of discretion
- Ability to work at weekends and evenings when required (approx. 7 days per annum).

Desirable selection criteria

- Familiarity with SITS:eVision (and/or SITS:Vision)
- Knowledge of the University's student support services such as Disability support and Proctors applications
- Knowledge of the University's progression processes such as Graduate Supervision and Graduate Studies progression forms
- Experience of providing support in sensitive or welfare matters
- Knowledge of and sympathy with the Oxford College system
- Educated to A Level or equivalent professional experience
- Competence in using:
 - Advanced spreadsheet functions (e.g. lookups, pivot tables, macros)

- Membership management systems
- Online surveys
- Virtual learning environments
- Bulk e-mail lists
- Website software
- Web-based document sharing systems such as SharePoint
- Knowledge of Data Protection principles
- Experience of writing reports, minutes of meetings, and/or training documents or manuals

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities. Income from external research contracts in 2016/17 exceeded £564m and we rank first in the UK for university spin-outs, with more than 130 companies created to date. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

Kellogg College

The President and fellows of Kellogg are committed to supporting the lifelong learning work of the University and the expansion of opportunities for full-time, part-time and professional development students. Kellogg is Oxford University's largest College and, at present, comprises the President, 163 fellows, 29 Common Room Members and more than 1000 Master's and Doctoral students (over 990 part-time and 269 full-time).

The College is based on the Norham Manor site in North Oxford, a short distance from the city centre. The College has a reputation for being a friendly and supportive community, which encourages diversity and excellence in all its activities. The College maintains its sense of community through its active calendar of events and its growing student accommodation.

Kellogg is a vibrant, growing and egalitarian College and each of our members and our staff has the opportunity to shape our future and our traditions.

For more information, please visit: www.kellogg.ox.ac.uk

How to apply

Before submitting an application, you may find it helpful to read the 'Tips on applying for a job at the University of Oxford' document, at www.ox.ac.uk/about/jobs/supportandtechnical/.

If you would like to apply, click on the **Apply Now** button on the 'Job Details' page and follow the on-screen instructions to register as a new user or log-in if you have applied previously. Please provide details of two referees and indicate whether we can contact them now.

You will also be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

Should you experience any difficulties using the online application system, please email recruitment.support@admin.ox.ac.uk. Further help and support is available from [www.ox.ac.uk/about the university/jobs/support/](http://www.ox.ac.uk/about_the_university/jobs/support/). To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: www.admin.ox.ac.uk/councilsec/compliance/gdpr/privacynotices/job/. The University's Policy on Data Protection is available at: www.admin.ox.ac.uk/councilsec/compliance/gdpr/universitypolicyondataprotection/.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at **grade 8 and above**. The justification for this is explained at: www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/.

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures: www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/.

There is no normal or fixed age at which staff in posts at **grades 1–7** have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of Opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See www.admin.ox.ac.uk/personnel/staffinfo/benefits.

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and www.sport.ox.ac.uk/oxford-university-sports-facilities.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See www.welcome.ox.ac.uk. There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See www.admin.ox.ac.uk/personnel/permits/reimburse&loanscheme/.

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to My Family Care, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See www.admin.ox.ac.uk/personnel/staffinfo/benefits/family/mfc/.

Childcare

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries. For full details, including how to apply and the costs, see www.admin.ox.ac.uk/childcare/.

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see www.admin.ox.ac.uk/eop/disab/staff.

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at www.admin.ox.ac.uk/eop/inpractice/networks/.

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.