



Selwyn College Cambridge

Tutorial Office Manager & Senior Tutor's Assistant

Job Description

Department:	Tutorial
Reports to:	Senior Tutor
Working pattern:	Full time, 37.5 hours per week
Contract:	Permanent (subject to probationary period)

Purpose of the role

The post holder will be responsible for managing the work of the Tutorial Office team to ensure the accurate and timely administration of all processes concerning the admission and support undergraduate and graduate students. The post holder will also oversee administrative assistance to the Senior Tutor and Tutors.

The post holder will ensure the efficient handling of general enquiries concerning academic and pastoral matters from students, Fellows, University and College staff and members of the public; working with the admissions team as well as with the Bursary (finance office), and the Alumni and Development Office as necessary.

The post holder will be required to be familiar with, and work in accordance with, the College's policies and procedures.

The role description below incorporates a combination of activities that the current Office Manager undertakes directly and those that the post holder oversees and that are delivered by the Tutorial Office team. The term 'student' encompasses both undergraduates and postgraduates and, in the latter case, both full and part-time students.

Selwyn was founded in 1882. It is a College with high academic ambitions and a strong sense of community. Set in some of Cambridge's most extensive and beautiful gardens and situated at the geographical heart of the modern University, it is a short walk or cycle ride from the city centre. Further details about the College may be found by visiting our website: www.sel.cam.ac.uk. The College is an educational charity that comprises around 700 students, of whom over half are undergraduates. The postgraduate community comprises both part- and full-time students. There are some 65 Governing Body Fellows across the range of academic disciplines offered in the University, numerous Emeritus Fellows, Research and Teaching Associates, and approximately 120 non-academic staff. We are proud of the diversity we see in the College today and of our commitment to equality in gender, ethnicity, sexuality and disability. Selwyn is diverse and cosmopolitan, tolerant and welcoming.

Key duties and areas of responsibility:

- Supervise and ensure the smooth running of the Tutorial Office and Admissions Office, including the appraisal process (jointly with the Senior Tutor), record-keeping, overseeing the collation and dissemination of key information to relevant departments and individuals as the academic year progresses. Ensuring that members of the team have access to necessary training.
- Work with the rest of the Tutorial team to provide administrative support and secretarial support for the Senior Tutor and administrative support for the Tutors, Deans and Directors of Studies. This will include oversight of the preparations for each new academic year, records of such things as Student Support Documents, the Cambridge Bursary Scheme and arrangements for new students' integration. It will also involve assisting the Senior Tutor in allocating each student an appropriate Tutor and Director of Studies; maintaining the CamCORS supervision reporting and Tutor/DoSbook systems used to set up student meetings by academic colleagues; ensuring the dissemination to Directors of Studies and Tutors of examination results published by the University; and providing information to the Fellow for Rooms to inform the annual allocation of accommodation.
- Oversee the coordination of the recording of students' academic performance for note by the College Council and for publication more widely, and the communication to students of the awards of Scholarships and Prizes. Supporting the Senior Tutor and Fellow for Grants in the running of the travel grants processes. Recording information regarding the hours taught termly by University Teaching Officer Fellows.
- Work with the Tutorial Office team to provide incoming students with necessary information and to ensure their completion of the online registration process and organising online matriculation and matriculation events. Coordinate and organise the maintenance of student records in CamSIS, ensuring that passport and visa information for overseas students is recorded and shared according to statutory requirements and that any monitoring requirement is fulfilled.
- Oversee the examination entries for each student and the verifications process along with confirmation to students of their entries. Engage with students who may require adjustments to sit their examinations. Support such students, whether taking exams in College or in central venues, and arranging the small number of examinations taken in College, drawing up a timetable to ensure invigilation cover for examinations in College, booking rooms and liaising with other departments around examination arrangements.
- Ensure that where appropriate undergraduates apply to take their examinations with adjustments, liaising with the Board of Examinations, the Tutor and the candidate – entering the appropriate information in CamSIS and sending evidence to the Secretary of the Examination Access and Mitigation Committee. Supporting Tutors and the students in making applications to the University for exam allowances.
- Lead the Tutorial Office team in supporting the Praelector in matters connected to Graduation and ensuring that all graduands receive their Official Transcript, as issued by the University. The Tutorial Office team is also responsible for generating official transcripts from CamSIS.
- Provide secretarial support for the Dean and Assistant Dean

- Attend the regular meetings of Heads of Department. Liaise regularly with the College Nurse on pastoral matters, co-operate closely with other departments, in particular the Bursary, the Catering Department, the Library, the Accommodation Officer, the Health and Safety Officer and the Porters Lodge and the IT department.
- Liaise as necessary with the Development Office and in particular assist in the updating and production of the annual Calendar which is distributed to all members of the College.
- Liaise as necessary with the central offices of the University, in particular Student Registry, the Board of Examinations, the Secretary to the Examination Access and Mitigation Committee and the Access and Disability Resource Centre; and with other Colleges, notably through the Tutorial Forum.
- Having assisted the Tutors in ensuring that all those who are eligible, apply for a Cambridge Bursary, thereafter liaising with the Student Registry and the Student Loans Company in the administration of the scheme.
- Production of the termly Residence Certificate to be signed by the Master and submitted to the University Registry. Liaison with the Student Loans Company, NHS Business Services Authority concerning clinical medical students who are eligible for an NHS Bursary, the University International Students Office, non-U.K. student funding bodies, ensuring the students register with a Cambridge GP,
- The post holder will be expected to participate in training designed to minimise occupational risks. This may include manual handling training, safe use of Display Screen Equipment and other training as advised by the College
- To undertake any other duties as reasonably instructed by the Senior Tutor, and as appropriate to the role

This job description may be subject to change, following consultation with the post holder, in the light of changing College and University procedures and in the light of the post holder's experience.

Requirements and person specification:

The person we appoint will have:

- A strong capacity for leading, motivating and fitting into a close-knit team; a very strong organizational ability; a capacity for planning and the ability to delegate effectively
- Experience that demonstrates their capacity to manage multiple strands of business simultaneously and to liaise effectively with others in the wider College environment
- A capacity to build and maintain good working relationships with a range of colleagues will be crucial, as will the skills of sympathy and empathy in dealings with students and in working with a small team and maintaining their morale
- Excellent communications and interpersonal skills, written and spoken English
- Attention to detail

- A willingness to assist team members with their duties and to work flexibly as well as to tight deadlines under pressure
- Discretion at all times and sensitivity when dealing with personal, financial, or otherwise sensitive and confidential matters
- Reliability and ability to work unsupervised
- A willingness to learn new skills and particularly to gain expertise as required for the smooth management of educational and pastoral support for the College
- Conscientiousness and a desire to provide service of the highest quality for the College

We also hope to appoint someone with:

- An A Level (or equivalent) education, or preferably degree level
- A calm manner and ability to communicate clearly under pressure
- Previous administrative experience of the University of Cambridge or of another Cambridge College
- Experience of the CamSIS database or of other Oracle software or database package.
- A balance of initiative, self-discipline, high personal standards and people skills to establish a friendly yet authoritative rapport with Fellows, students, colleagues and external visitors or partners
- The ability to interact well with a range of people, a good telephone manner, courtesy and diplomatic skills under pressure
- A desire to innovatively manage and (re)form processes or streamline systems for better productivity
- A clear understanding and practical experience of GDPR requirements
- An ability to manage change

If you do not meet all the criteria, don't be deterred from applying if you feel this role is for you. You may have other relevant skills and experience which would prove valuable in this role.

Where you fit in the structure:

