



# Head of the Academic Office

St Cross College  
University of Oxford  
Recruitment Information Pack



# About St Cross College

**S**t Cross is one of eight colleges within the University of Oxford dedicated to postgraduate students. Situated on St Giles' in heart of the city, it boasts picturesque quadrangles secluded from the busy streets outside. The international character of the community, the extraordinary range of subjects studied and the intellectual curiosity of our committed graduate students and Fellowship makes for a highly stimulating environment.

With over 600 students from all over the world, the College combines the prestige of a distinguished Fellowship with a friendly informal culture and a

strong sense of community. The college is a hub for social activity, relaxation and enjoyable conversation in the dining hall and common rooms, leading to lifelong friendships.

The rich mix of specialisms our students and Fellows study, teach and research, across 60 faculties, creates myriad opportunities for new discovery and cross-fertilisation of ideas. A connected network of over 5000 former students in 122 countries reflects our College motto: "ad quattuor cardines mundi" – to the four corners of the world!

For more information, please visit our [website](#).







# Job Description

**Job Title:** Head of the Academic Office

**Reports to:** The Master

**Hours:** Full-time and permanent post

**Salary:** Oxford University Grade 9 (£55,636-£64,228)

**Location:** St Cross College, Oxford

## The Role

The Head of the Academic Office is responsible for strategic and operational leadership across all aspects of academic administration, support and welfare/wellbeing services for students at St Cross College. The post holder is champion of the student experience for around 600 international postgraduate students in the college community. The

post sits on the Senior Management Team, reporting direct to the Master of the College, thereby playing a key leadership role in shaping the future direction of the College. The post holder line manages the Academic Office Team and the student Junior Deans and contributes to key College Committees, including Governing Body.



# Responsibilities

## Strategic Planning

- + Play a full role as part of the Senior Management Team to develop plans to meet the College's strategic objectives for recommendation to the Governing Body.
- + Recommend size and makeup of the student body in line with the strategic objectives of the College and review policies annually, anticipating future needs.
- + Act as strategic lead on welfare and wellbeing.
- + Develop and deliver an annual student survey, analysing and feeding results into future plans to improve the student experience.
- + Take the lead on developing the College Equality, Diversity and Inclusion plan and be responsible for its delivery through the annual College operational plan.

## Academic administration

- + All aspects of activity relating to student recruitment and admissions, on-course progress, welfare and formal academic progress for St Cross.
- + Strategic planning and operational delivery from point of access and application to graduation.
- + Support the College's academic strategy, ensuring compliance with legal and regulatory requirements working in conjunction with other departments in the College and the central University.
- + Act as information custodian for the student record keeping system, eVision.
- + Ensure relevant College or University policies and procedures for graduate students are followed and monitored regularly. Development of College policies for academic support and welfare/wellbeing including input into the College Disaster Recovery Plan and Risk Register.
- + Through leadership of the Academic Office team, design, develop and review processes and approaches, to enhance effective College support throughout the student lifecycle. Seek out opportunities to collaborate with University and College colleagues to facilitate process improvement and student support.
- + Point of contact for Student Representative Committee (SRC) President and Vice-President on College-related matters. Act as advocate and liaise with stakeholders to enhance communication streams and provision of information between parties.





# Academic administration cont.

## Student induction

- + Design, develop and oversee the College student induction and registration programme annually.

## Administration of College Advisor Scheme

- + Review guidelines annually for the allocation of College Advisors to graduate students, taking into account feedback from previous year and setting standards. Ensure all students are allocated a College Advisor.
- + Make sure both College Advisors and students are briefed at the start of the academic year and have a clear understanding of their role and responsibilities.
- + Establish effective systems for feedback from College Advisors on individual students to enable timely actions to support.



## Monitoring student progress

- + Offer all students the opportunity to raise concerns about progress with the Academic Office by means of regular surgery sessions/1:1's.
- + Oversee and manage on-course administration, acting as formal College approver in the processes relating to progress and milestones/ changes to student status for individual students with reference to the University Policy on Research Degrees.
- + Ensure alternative exam arrangements are made for students who have specific needs and/ or have to sit examinations in College, including the recruitment of invigilators.
- + Keep up to date on regulations and procedures, both internal and external, relating to students on-course progress.
- + Lead and direct on academic-related support for complex and sensitive student matters, working with University departments, Divisions and central officers such as the Proctors' Office/Education Policy Support.
- + Review and approve on behalf of the College, applications relating to changes to student status i.e. Suspension of Studies, Extensions, Deferral of Confirmation etc.
- + Be aware of how academic complaints can be handled most effectively i.e. through the Proctors or relevant Department. Provide information, guidance and support to students and staff engaged in the complaints process according to University/College Policies.





## Student Welfare and Wellbeing

- + Provision and coordination of welfare/wellbeing support to students from the point of application through to graduation in conjunction with the Dean, College Advisors and Welfare Team in College.
- + Strategic planning and operational delivery of welfare and wellbeing provision in college, identifying risk and ensuring mitigations are in place.
- + Take direct responsibility for complex welfare-related support and casework. Be available 24/7 to take the welfare lead in the event of emergencies.
- + Devise and implement an annual programme and timetable of welfare-related events and activities including University, College, student-led and third-party provision.
- + Ensure students are able to raise sensitive matters with a Senior Officer of the College.
- + Collaborate with College welfare team to provide support (and if appropriate signpost for academic support) to graduate students experiencing difficulties.
- + Ensure all stakeholders have up-to-date information on welfare resources and protocols.
- + Act as Disability Co-ordinator for the College being the first point of contact for the Disability Advisor Service.
- + In conjunction with the Bursar, oversee advice, guidance and allocation of college aid to students requiring financial assistance.



## Student Welfare and Wellbeing cont.

### Matriculation and Degree Ceremonies & Academic Office related events

- + Responsible for the effective management of arrangements for Matriculation and Graduation ceremonies, including the provision of formal lists to the University. Manage and develop the arrangements for celebration of such events in college, photography for graduands and guests.
- + Oversee arrangements in conjunction with the Events and Development Team relating to Academic Office led student events.

### Scholarships, bursaries, grants

- + Input to the College processes for selecting scholarships for approval by the Scholarships and Academic Committee.
- + Support the Senior Tutor (Academic Affairs & Programmes), to provide information to the Graduate Admissions and Funding team with respect to jointly funded (i.e. department/college), and other partnered scholarships.
- + Oversee the award and administration of graduate Travel, Research and Conference grants.

### Representation

- + Input proposals and participate in discussions in relevant College committees and Governing Body. Collaborate with the Fellowship, College staff and student body to ensure relationships are strong across the whole College community to optimise the student experience.
- + Recognise the diversity and differing needs of the graduate community and contribute as part of the Conference of Colleges Equality and Diversity forum.
- + Represent St Cross College and contribute to discussion at Graduate Committee of the Conference of Colleges, and other relevant fora. Build networks with other senior colleagues in the university to establish best practice and inform standard setting at St Cross.







## Team Management and Leadership

- + Lead the Academic Office Team, line manage and develop 3 team members – Student Support Co-ordinator, Admissions and Academic Assistant and Academic Secretary.
- + Line manage the Junior Deans, drawn from the student community.
- + Maintain a working culture and environment that fosters professional excellence, mutual respect, fairness and equality at all levels.
- + Develop a culture of continuous improvement and commitment to high service levels for students and striving for excellence
- + Ensure students are signposted to staff or external contacts for support 24/7.

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## Financial Management

- + Responsible for the planning and management of Academic Office budget.



# Benefits

## As a member of staff at St Cross you are entitled to:

### Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. [See here.](#)

### Free lunches in our Hall

### Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more [here.](#)

### University Club and sports facilities

Membership of the University Club is free for University staff. It 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](http://www.club.ox.ac.uk) and [www.sport.ox.ac.uk](http://www.sport.ox.ac.uk).

### Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service includes practical information about settling in the area, including advice on relocation, accommodation, and local schools [here.](#) There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. [See here.](#)







### **Family-friendly benefits**

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector. Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. [See here](#). We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities for dependants of all types. [See here](#).

### **Supporting disability and health-related issues (inc menopause)**

We are committed to supporting members of staff with disabilities or

long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is [here](#). For information about how we support those going through menopause [see here](#).

### **Staff networks**

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more [here](#).

### **The University of Oxford Newcomers' Club**

The University of Oxford Newcomers' Club is 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 [here](#).



# Person Specification

## Essential

- + The successful candidate will be a graduate (or have equivalent experience).
- + Proven experience in senior Higher Education Institution management, with expertise in academic administration and student welfare.
- + Proven experience of strategic/policy development in a higher education setting.
- + Knowledge of the pastoral and advisory roles of academic fellows or equivalent positions in similar contexts.
- + Demonstrable experience in handling complex and sensitive casework particularly in relation to welfare/wellbeing.
- + Understanding of budget management and resource allocation, with experience in preparing financial reports and forecasts.
- + Excellent organisational and leadership skills, with the ability to lead and inspire teams effectively.
- + Outstanding interpersonal and communication abilities, with a proactive, empathetic and collaborative approach to problem-solving.
- + Proficiency in the use of Microsoft or equivalent packages will be essential, including use of databases. Additional training will be offered to enhance existing skills.

## Desirable

- + Experience of working in a senior management role in a collegiate university or a university department.
- + Awareness of EDI principles, with a track record of embedding them into organisational practices.





# How to apply

If you would like to have an informal conversation about this opportunity, you can email the Master, Kate Mavor on [master@stx.ox.ac.uk](mailto:master@stx.ox.ac.uk)

All applications must include a CV, Supporting Statement/Cover Letter and Current Salary.

For further guidance and support, please visit the [University's How to Apply webpage](#)

All applications must be submitted through the University website.

## Data Processing, Protection and Privacy Policy

For more information about St Cross' data processing activities and your rights, please read our [Privacy Policy](#).

## Recruitment Timetable

Application closing date:  
12noon, 31 July 2025

First stage interviews (online):  
7 August 2025

Final stage interviews (Oxford):  
Week Commencing 11 August 2025

