

JOB DESCRIPTION

Summary

Job title	Student Support Co-Ordinator
Division	Societies
Department	St Cross College
Location	St Cross, Oxford, OX1 3LZ
Grade and salary	Grade 6 - £35,681 - £41,636 p.a
Hours	Full time (37.5 hours)
Contract type	Permanent
Reporting to	Head of the Academic Office

The role

To co-ordinate academic programme administration and student wellbeing activity as part of a small team in support of the Head of the Academic Office. To facilitate a single point of access to academic and wellbeing information and support for students. Responsible for providing initial advice and, guidance to students on wide range of academic administrative support, wellbeing and welfare matters. Taking action and signposting as appropriate. Undertake triage and assessment of incoming requests from students and stakeholders. Provide case management and oversight of end-to-end processing for non-complex individual student casework; both academic and welfare related. Working closely with the Head of the Academic Office to provide students with holistic and timely student support. To establish and continually update a knowledge base of University, College and third-party academic and welfare processes, protocols and resources, and to collaborate with others to ensure comprehensive access to resources for students, staff and stakeholders.

Responsibilities

- Acting as first point of contact for callers to the Academic Office, in person and online. Managing the student support inbox in line with service level response time agreement.
- Managing the diary of the Head of the Academic Office, using initiative to make considered judgements when juggling the demands placed on the schedule. Scheduling student appointments relating to academic and welfare support.

- Identify priority items of business relating to academic support and welfare. Providing end-to-end support where appropriate and allocating tasks to Academic Office or relevant College staff, and on occasion other members of the College Welfare team. Use knowledge and judgement to escalate urgent or complex cases to the Head of the Academic Office.
- Devise, implement and continually improve office administrative systems and procedures to support effective and timely response and action for student and stakeholder enquiries and support work. This includes tasks relating to on programme academic progress, scholarship administration. Develop and continually update a repository of information relating to academic support, welfare and wellbeing.
- Working with the Head of the Academic Office, establish a comprehensive programme of academic support and welfare events for students and promote in conjunction with the College Communications Team, Student Representative Committee and stakeholders. Keep up to date with new developments and provision and, under guidance of the Head of the Academic Office, update on an ongoing basis.
- Maintain a confidential 'active case' record system to support student casework, providing a timeline of touchpoints, to include recording of key case notes for Head of the Academic Office ensuring key documents filed confidentially on main student records.
- Replying to a range of issues on behalf of the Head of the Academic Office.
- Research and prepare reports or briefing papers for the Head of the Academic Office relating to academic activity and progress, welfare and wellbeing. To include analysis of highly confidential student information, via the online Graduate Supervision Reporting system on eVision: identifying and escalating cases requiring urgent action to the Head of the Academic Office.
- Organise efficiently the arrangements for meetings, briefings and events under the scope of the Academic Office.
- Coordinate committee work, including organising business, preparing agendas, writing minutes and ensuring business is dealt with in a timely manner. Identify actions and ensure decisions are effectively implemented.
- Providing administrative oversight on financial matters: for example, the management of Academic Office activity and record keeping relating to student financial hardship, disability and welfare.
- Sit on College Equality and Welfare Committee to share information and exchange best practice. Deputise for the Head of the Academic Office at Conference of Colleges Welfare Forum, and Equality, Diversity and Inclusion forum when required.
- Develop successful working relationships with academic and support staff colleagues across the College and in the wider University. In particular the Proctors' Office, Student Wellbeing and Support Services, Disability Advisory Service, Counselling Services and departments.

Selection criteria

Essential selection criteria

- Experience of working in administration or student services in a College or University department.

- Experience of diary management, prioritising of competing demands.
- Experience of student welfare support.
- Excellent computer skills including: email, Word, Excel and the internet.
- Experience of working on confidential matters involving tact and discretion.
- Ability to handle difficult and confidential conversations in person and online with empathy.
- The ability to manage and prioritise a varied and busy workload and work to deadlines
- The ability to draft correspondence and to produce well-presented reports.
- Attention to detail and high level of accuracy.

Desirable selection criteria

- Experience of working in a welfare related role.
- Experience of working in an academic support role.
- Familiarity with University of Oxford systems particularly eVision.

Terms and Conditions

- Free lunches on the College site are provided when the college kitchens are open.
- University terms and conditions and benefits apply to this role.

About St Cross College

Dedicated solely to Graduate students and Fellows, St Cross is characterised by an intellectually vibrant and truly international community. One of Oxford's youngest colleges, St Cross prides itself on its friendly community filled with inter disciplinary academic excellence.

As part of this close-knit egalitarian college, you will find staff, students and fellows welcoming and committed to promoting the world class study, research and innovation of Oxford University. For more information please visit: www.stx.ox.ac.uk

Pre-employment screening Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University, we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

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 and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. 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.

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

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

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will 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)

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

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