JOB TITLE: GRADUATE OFFICE ADMINISTRATOR

REPORTS TO: HEAD OF EDUCATIONAL & TEACHING SUPPORT

Background

The role holder has responsibility for the administration of early stages of admissions for the five MPhil programmes, an MRes, PhD and BusD programmes offered by Cambridge Judge Business School, with an intake of over 120 students per annum, and over 880 applications. The role holder will also handle all admissions enquiries (around 1,900 per annum, received electronically, verbally, and in person), as well as organising and co-ordinating interviews for MPhils, MRes, BusD and PhD.

Additionally, the role holder works closely with the Head of Educational and Teaching Support providing administrative support across teaching and learning activities, including significant support as administrator for the main committees.

The role holder also has regular contact with the Directors of the MPhil, MRes, PhD and BusD programmes, Student Registry, Graduate Admissions Office and Board of Graduate Studies.

The role holder is responsible for the smooth, professional and timely delivery of the day-to-day administration of admissions for the five MPhil programmes, MRes, BusD and PhD programmes, answering queries from prospective applicants about the programmes, admissions requirements and the application and admissions process; processing applications; organising and co-ordinating interviews, advising applicants regarding the status of their application during the process; advising candidates and assisting other members of the graduate office with the admissions process as required.

The role holder is in regular contact with administration staff and senior academic personnel at other universities in the long vacation to ascertain that students meet their conditions of acceptance.

The role holder is the programme administrator for the Business Doctorate programme, supported by the Head of Educational and Teaching Support.

The role holder co-ordinates and provides secretarial and administrative support to teaching committees, Faculty Board, Degree Committee and other.

Main responsibilities

Student admissions co-ordination

The role holder is the first point of contact for advice and information for prospective applicants to all MPhils, MRes, BusD and PhD programmes.
The role holder has responsibility for the day-to-day administration and operational running of admissions across seven programmes, as follows:

- Processing applications via the online admissions system (CamSIS), preparing and distributing admissions forms (electronic or on paper) to the programme administrators for consideration of Admissions Committees (approximately 1,100 files per year).
- Using the University electronic document management (EDM); entering and updating candidate status with academic recommendations on CamSIS; running queries, analysing data and generating reports as required.
- Organising Skype interviews for MPhil programmes and face-to-face interviews for MRes, BusD and PhD programmes.
- Liaising with the University Graduate Admissions Office (Board of Graduate Studies) on admissions queries and other University departments as necessary.
- The role holder provides clarification on procedures and regulations.
- Checking the worklist on a daily basis and recommending courses of action to Secretaries of Admissions and Chairs of Admissions, on behalf of the Secretary of the Degree Committee.
- Providing information and statistics on graduate admissions to relevant University departments and academic and other administrative members at Cambridge Judge Business School (External Engagement); collects data, updates associated spreadsheets and/or databases and provides statistics or template reports.

Applications and admissions for the MPhil in Management

Responsibility for the overall administration of the student admissions process (circa 320 applications per year) to the programmes as follows:

- Processing applications as received from the Admissions Administrator and preparing them in batches for the Admissions Committee. This process also involves preliminary screening of applications to identify ‘fast track’ rejection candidates.
- Acting as Secretary to the Admissions Committee, preparing and circulating reports; implementing agreed actions.
- Completing the electronic admissions process and communicating decisions on accepted applicants to the Graduate Admissions.
- Providing information and statistics on graduate admissions to relevant University departments and academic and other administrative members of the School (i.e. Information & Library Services, Facilities and IT teams).
- Ensuring all procedures and nominations for University scholarships are consistent with guidelines and circulars sent by University authorities.
- Pre-screening and preparing top MPhil in Management candidates for selection on the GATES, Cambridge Trust competitions and UK bursaries.
- Liaison with students, Graduate Admissions and other relevant departments regarding post-application matters.
Managing communications with prospective and incoming students

- Responding in an effective, professional and timely manner to all enquiries received about the eight graduate programmes, either electronically, verbally or in person. Around 1,900 enquiries are received each year. To maintain records of all enquiries so that they can be analysed and the information used for business planning purposes.
- Assist marketing administrator by attending open days for prospective applicants. Answering questions on the programmes offered and providing guidance on admission procedure.

General programme administration for the Business Doctorate programme (BusD)

Responsibility for the day-to-day administration of the BusD, as follows:

- Acting as the first point of contact for advice and information for current students of the programme in residence as well as for applicants to the programme.
- Preparation of the student prospectus and handbook.
- Co-ordination of student meetings with their supervisor. Keeping records of the meetings and student progress, submitting information and reports to the Degree Committee Secretary and BusD Programme Director.
- Following the General Data Protection Regulation (GDPR), maintain files and records of current students and create archives for past students.
- Responsibility for ensuring electronic and web-based information relating to the programme is up to date.
- Planning on an annual basis for implementing continuous improvement in the efficiency of administrative procedures relating to the programme for coming years.
- Providing support and co-ordinating the admissions for the programme, including interviews, liaison with applicants and faculty.
- Responsibility for the overall administration of the assessment and examinations requirements of the programme as prescribed in the student handbook and Statutes & Ordinances, from year one to end of year four.
- Other administrative duties as required by the programme.

Committee work

Provides full administrative support for committees as follows:

- Follows up actions, prepares and distributes agenda, minutes and papers for the Degree Committee and Faculty Board in collaboration with the Secretary of Degree Committee and Faculty Board.
- Attends meetings and takes minutes for the Faculty Board, as well as any other any other ad hoc meetings as required by the Head of Education and Teaching Support.

Arranges meetings, books venues and catering for the following teaching committees and other meetings, such as:

- Faculty Board
• Degree Committee
• Teaching and Learning Committee
• Research Programmes Teaching Committee.

Graduate office secretarial co-ordination

Provides a supportive secretarial/administrative service to the Head of Educational and Teaching Support and members of the graduate office on the following areas:

• Admissions data entry and processing for MRes and PhD Programme Administrator (January).
  o Entering applicant details onto PhD admissions database, including details of all elements submitted, qualifications, publications, conference papers, career goals, academic work, reference quotes, previous research methodology, etc.
  o Creating a file for each applicant, adding copies of their MPhil application documents.
  o Reading and comparing both applications for inconsistencies.

• MRes and PhD Interview arrangements (January).
  o Organising the dates, panels and venues for the PhD subject group interviews.
  o Liaising with Subject Group Heads and their administrators regarding applicants for interview.
  o Informing applicants of interview format and content.

• Co-ordination and support with University Prospectus (in collaboration with the Head of Educational and Teaching Support) (March-May).

• Co-ordination and production of the general student handbook (May-June).

Other administrative duties

• Provides support to the Head of Educational and Teaching Support and programme administration team for event organisation.
• Orders catering for the timetable events, in particular for PhD events as well as teaching committees and any other events as required.
• Archiving records for MPhil and PhD programmes (once a year).
• Any ad hoc duties as required when necessary by Head of Educational and Teaching Support.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to demonstrate how your own experience meets these requirements in the 'suitability for the role' section of the online application form.

• Educated to degree level or equivalent.
• Sufficient work experience in an administrative and operational environment, ideally within the higher education sector with evidence of programme management or similar; experience in a customer service focused environment is essential.
• Familiarity with higher education environment and University admission procedures.
• Secretarial skills, including minute taking.
• Experience of working effectively as a team member.
• Fully competent in Microsoft Office (Word, Excel, PowerPoint), email and web-based database systems.
• Ability to create and interrogate databases.
• Solid knowledge of CamSIS platform or similar systems.
• Excellent organisational and administrative skills.
• Ability to prioritise workload to meet multiple deadlines, and forward plan.
• Ability to manage a number of tasks effectively at the same time.
• Excellent communication and interpersonal skills at all levels - written and verbal.
• High degree of accuracy and attention to detail, and ability to maintain this under pressure.
• Ability to use own initiative and meet deadlines without close supervision.
• Ability to deal sensitively with difficult situations.
• Team player willing to help other subject group administrators as work levels fluctuate.
• Understanding of the General Data Protection Regulation (GDPR), and confidentiality issues.
• Must be flexible and adaptable and be able to respond quickly.

Benefits

This is a full-time position working 36.5 hours per week. There will be a six-month probationary period. Holiday entitlement is 28 days per annum plus eight days of public holidays. The salary will be in the range £26,243-£30,395 per annum.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world’s oldest and most successful Universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees’ work-life balance. In addition we operate a number of initiatives to promote career development, health and well-being.
Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.

Application arrangements

To submit an application for this vacancy, please search for this position on the University's Job Opportunities website at www.jobs.cam.ac.uk and click on the "Apply online" button at the bottom of the relevant job description. This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

The closing date for applications is 16 November 2018.

Applicants are required to provide details of three referees. These will not be contacted unless he applicant is shortlisted.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women's Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, the University was ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall's Workplace Equality Index 2011.

Information if you have a disability

The University welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so, to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.

We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact, a member of Cambridge Judge Business School's HR team who are responsible for recruitment to this position, on (01223) 768497 or by email on hr@jbs.cam.ac.uk. Alternatively, applicants can contact the HR Business Manager responsible for the department they are applying to via hrenquiries@admin.cam.ac.uk.