

**JOB TITLE: POSTGRADUATE PROGRAMME ADMINISTRATOR**

**REPORTS TO: HEAD OF EDUCATIONAL POLICY & SERVICES**

#### Background

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Cambridge Judge Business School (CJBS) is currently recruiting a Postgraduate Programme Administrator for its Master of Research in Management (MRes) and Business Doctorate (BusD) programmes as well as other related administrative postgraduate duties.

The role holder will have responsibility for the smooth running of processes and operations of the two programmes, including the management and administration of procedures relating to admissions, examinations, logistics, student support and student records. The purpose of the role is to ensure that good quality students are recruited to the programme and that the two programmes operate effectively at all stages of their lifecycle.

The role holder will also support other administrative postgraduate related duties in the postgraduate office, such as co-ordination of the University Postgraduate Prospectus, maintenance of generic student handbook and virtual learning environment (VLE) programme info or other administrative duties as required by the Head of Educational Policy & Services and the Head of Programmes Office (Tripos, Master of Philosophy (MPhil), and Master of Studies (MSt)).

#### The role

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The role holder is the programme administrator for the MRes and BusD programmes and responsible for the smooth, professional, and timely delivery of the day-to-day administration of these programmes, from admissions to examinations; processing applications; organising and co-ordinating interviews; managing the day-to-day teaching, learning and examination for both programmes.

The role holder co-ordinates key annual processes across the postgraduate office, such as the University Postgraduate Prospectus, departmental generic student handbook, student SharePoint maintenance and provides secretarial and administrative support to the Head of Educational Policy & Services and the Head of Programmes (Tripos, MPhil, MSt).

#### **Main responsibilities**

##### Programme administration of the Master of Research in Management (MRes)

- Act as the first point of contact for advice and information for current students of the programme in residence.
- Set and manage timelines for the delivery of course information and materials: ensuring faculty members deliver their course outlines to deadlines, purchasing all case materials, meeting to discuss

assessment and any deadlines and general set up. Understand appropriate assessment types and take advice from Head Policy and Services and Academic Programme Director on assessment policy.

- Collate reading lists under the direction of the programme faculty; this includes liaising with the Information & Library Services (I&LS) team or with providers to purchase licences to reproduce chapters or to procure e-books and case studies to students.
- Co-ordinate coursework and dissertations, including: implementing coursework and dissertation submission procedures; preliminary selection of second markers according to the dissertations subject areas; receiving electronic submitted coursework and dissertations; distributing coursework and dissertations to lecturers for marking; collating markers' assessment reports; releasing grades and feedback to students; maintaining the marks workbook; submitting dissertations to CJBS Information & Library Services for reference purposes.
- Co-ordinate the preparation and setting of the CJBS VLE. Contact faculty members and lecturers to request their materials and chase them when necessary to ensure the timely availability of materials to participants. Upload materials to VLE when required. Assisting with informing participants when new materials or updates are available.
- Organise student feedback procedures each term as required by CJBS and participate in faculty response and implementation.
- Responsible for ensuring web-based information relating to the programmes is up to date.
- Liaise with the Central Timetabling Unit, Programme Administrators of the other MPhils and PhD programme offered by the Business School regarding the MRes timetabling, module registration, coursework submission, and other administrative procedures involving MRes students.
- Plan on an annual basis for implementing continuous improvement in the efficiency of administrative procedures relating to the MRes programme for coming years.
- Plan and organise induction week, and prepare induction packs for the students upon their arrival.
- Organise group photos for new students and director, proofing, taking orders and distributing to students.
- Support the Secretary to the Research Programmes Teaching Committee, preparing and circulating agendas and papers; circulating the minutes, and implementing agreed actions.

#### Programme administration of the Business Doctorate (BusD) programme

- Act as the first point of contact for advice and information for current students of the programme in residence.
- Set and manage timelines for the delivery of course information and materials: ensuring faculty members deliver their course outlines to deadlines, purchasing all case materials, meeting to discuss assessment and any deadlines and general set up. Understand appropriate assessment types and take advice from Head Policy and Services and Academic Programme Director on assessment policy.
- Collate reading lists under the direction of the programme faculty; this includes liaising with the Information & Library Services team or with providers to purchase licences to reproduce chapters or to procure e-books and case studies to students.
- Co-ordinate coursework, First Year Report and dissertations, including: implementing coursework and dissertation submission procedures; preliminary selection of second markers according to the dissertation's subject areas; receiving electronic submitted coursework and dissertations;

distributing coursework and dissertations to lecturers for marking; collating markers' assessment reports; releasing grades and feedback to students; maintaining the marks workbook.

- Co-ordinate the preparation and setting of the CJBS VLE. Contact faculty members and lecturers to request their materials and chase them when necessary to ensure the timely availability of materials to participants. Uploading materials to VLE when required. Assist with informing participants when new materials or updates are available.
- Organise student feedback procedures each term as required by CJBS and participate in faculty response and implementation.
- Responsible for ensuring web-based information relating to the programmes is up to date.
- Liaise with the Central Timetabling Unit regarding the BusD timetable, module registration, coursework submission, and other administrative procedures involving BusD students.
- Co-ordinate student meetings with their supervisor. Keep records of the meetings and student progress, submitting information and reports to the Degree Committee Secretary and BusD Programme Director.
- Prepare the postgraduate student prospectus and handbook.
- Responsible for ensuring electronic and web-based information relating to the programme is up to date.
- Plan on an annual basis for implementing continuous improvement in the efficiency of administrative procedures relating to the programme for coming years.
- Responsible 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.
- Responsible for ensuring electronic and web-based information relating to the programme is up to date.
- Plan on an annual basis for implementing continuous improvement in the efficiency of administrative procedures relating to the programme for coming years.

#### Applications and admissions for the MRes and BusD programmes

- Process applications as received from the Postgraduate Admissions Administrator and prepare them for Admissions Committees' consideration. This process also involves the preliminary screening of applications to identify 'fast track' rejection candidates.
- Act as Secretary to the Admissions Committee for the BusD programme, preparing and circulating reports, and implementing agreed actions.
- Provide support to and coordinate the admissions for the programmes, including interviews, and liaison with applicants and faculty. The interviews for the MRes take place at the same time with the PhD interviews. The role holder co-ordinates the set up for interviews for both MRes and PhD programmes, in liaison with the PhD programme administrator.
- Ensure all procedures and nominations for University scholarships are consistent with guidelines and circulars sent by University authorities.
- Pre-screen and prepare top MRes candidates for selection on the GATES, Cambridge Trusts competitions and UK bursaries.
- Complete the electronic admissions process and communicate decisions on accepted applicants.

- Liaise with applicants, offer-holders, University Postgraduate Admissions Office and other relevant departments regarding post application matters.

#### Financial administration

- Responsible for the day-to-day management of the two programme budgets throughout the year, determining the cost of course delivery for annual programme budget development.
- Produce the MRes and BusD budgets in line with departmental procedures.
- Prioritisation of resource allocation within budgets.
- Issue purchase orders for supplies and services.
- Prepare and authorise expenditure within budgetary constraints.
- Process and authorise all requests for reimbursement of expenses of faculty and guest speakers teaching on the programmes.
- Monitor resources and expenditure against budgets.
- Plan teaching assistance support for lecturers and prepare the paperwork related to it in accordance with University HR and Finance procedures.

#### Manage communications

- Work with the Postgraduate Admissions Administrator in responding in an effective, professional and timely manner to all enquiries received across all MPhil, MRes, PhD and BusD programmes, including cover for annual leave.

#### Virtual learning environment (VLE) support

- Ensure that all students and staff involved in the programmes are enrolled in the correct capacity.
- Maintain administrative contents of the VLE, hosted in the programme information sites.
- Resolve VLE issues where possible, or refer more complex or difficult problems to the Digital Learning team or the IT department as appropriate.

#### Other administrative duties

- Co-ordinate and support the University Prospectus in collaboration with the Head of Educational and Services and Policy and Head of Programmes Office (Tripos, MPhil, MSt).
- Co-ordinate and produce the departmental generic students handbook across all programmes. This is done in correlation with the Students SharePoint and VLE programmes info site and ensures that information across these three main areas is consistent and up to date.
- Provide secretarial support to the Degree Committee.
- Perform ad hoc duties, as required by Head of Educational Policy and Services and Head of Programmes Office (Tripos, MPhil, MSt).

#### The person

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The ideal candidate should have the following qualities, skills, and attributes. You are asked to complete an application form demonstrating how your own experience meets these requirements:

- Educated to HND/HNC, Level 4/5 vocational qualifications or equivalent level of practical experience.
- Sufficient work experience in an administrative and operational environment, ideally within the higher education (HE) sector with evidence of programme management or similar.
- Experience in a customer service focused environment.
- Familiarity with higher education environment and University admission procedures.
- Familiarity in supporting programme administration.
- Excellent organisational and administrative skills.
- Ability to prioritise workload to meet multiple deadlines, and forward plan.
- Ability to manage a few tasks effectively at the same time.
- Excellent communication and interpersonal skills at all levels, both 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.
- Proactive and the ability to use initiative.
- Experience in using Microsoft Office (including Teams), virtual learning environment, CamSIS or similar platforms.
- Cultural adaptability and sensitivity in working with international students.
- Must be flexible and adaptable and be able to respond quickly.

#### Benefits

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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 £27,116-£31,406 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](http://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](http://www.jobs.cam.ac.uk).

#### Application arrangements

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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](http://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 7 December 2021.**

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

#### Equality of opportunity at the University

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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 2013.

#### Information if you have a disability

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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](mailto: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](mailto:hrenquiries@admin.cam.ac.uk).