Job title: TUTORIAL ADMINISTRATOR (Undergraduates)

Responsible to: Tutorial Office Manager and ultimately the Senior Tutor

Place of work: Christ’s College, Cambridge and associated properties

Salary range: Points 37 - 43 on the University’s single salary spine

Hours: Permanent, full time, 36.25 hours per week. Some out of hours may be necessary from time to time.

Holidays: 36 days annual leave (inclusive of public holidays)

Pension scheme: The College offers membership of a contributory pension scheme. Subject to your age and earnings level, you may be eligible for auto-enrolment into the scheme and you have the right to opt out at any time.

Job summary:
One of two Tutorial Administrators, operationally responsible to the Tutorial Office Manager, and ultimately to the College’s Senior Tutor, this post is to provide support and assistance to the Undergraduate Tutors and their students. Working very much with the other Tutorial Administrator who supports the Graduate Tutors and their students, the post-holder will have sufficient knowledge, skills and ability of both areas to provide effective help and cover for the Office at very busy times.

Key responsibilities:
• Assisting and supporting the Tutors, including but not limited to:
  ➢ Arrangements for end and/or start of term Tutor meetings and distributing information as required.
  ➢ Printing and collating of supervision reports for Tutors at end of term.
  ➢ Preparation of the Tutor On-call Duty Roster and administration of paperwork and notice board materials for Tutors’ open tutorial times.
  ➢ Liaison between the Tutors and the Accommodation Office regarding leaving and return dates (and any subsequent change of dates) to College rooms between terms.
  ➢ Filing of student documents and records.
  ➢ Preparation of letters and references as requested by the Tutors.
  ➢ Prepare invitations, catering and other arrangements for both informal and formal undergraduate events.
• Taking the lead on all communications with the Student Loan Company (SLC).
• Taking the lead on all administration of CamSIS (University student information system) including implementing changes to student circumstances.
• Tutorial lead for the Cambridge Bursary Scheme and working with other College departments in the effective administration of this scheme.
• Tutorial lead for CamCORS.
• Dealing with student disability matters and Student Support Documents.
• Annual preparation and on-going updating of the Undergraduate chapel list.
• Administration of all exchange schemes such as the Erasmus scheme.
• Maintenance of student records, both paper-based and electronic.
• Tutorial administration in following up and resolving overdue student bills.
• Assisting, as required with arrangement for matriculation, general admission and congregations.
• Dealing with student enquiries including requests for letters, replacement University cards, statements, College transcripts and other paperwork
• Annual electoral roll returns and Council Tax Exemption Letters for students for Cambridge City Council.
• Working on examinations under the direction of the Tutorial Office Manager – including but not limited to:
  ➢ Organising exam applications, entries and appeals;
  ➢ Organisation and administration of College mock examinations;
  ➢ Organisation of Tripos examinations held in College;
  ➢ Recruiting and organising sufficient invigilators to meet the College’s needs;
  ➢ Coordinating the distribution and collection of exam papers and live corrections;
  ➢ Security in storing papers and scripts for examination purposes;
• Annual intake of new undergraduate students:
  ➢ Preparation and posting of information packs.
  ➢ Preparation of room packs for Freshers’ arrival.
  ➢ Distributing new University Cards.
  ➢ Arranging start of term Director of Studies meetings.
• Assisting and liaising with other College and University departments as necessary for the smooth running of the Tutorial Office

General responsibilities:
• To take part in the College’s appraisal scheme and to undertake training as required
• To be responsible for your own health and safety in the workplace
• To fully comply with all the College’s policies including equality of opportunity and data protection
• To undertake any other reasonable request or duties commensurate with your post
The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required and all employees are expected to work collaboratively to support the overall work of the College.

Background:
Christ’s College is a medium-sized Cambridge College, with approximately 425 undergraduate and 220 graduate students. The Tutorial Office provides the central administration for the academic life of both undergraduate and graduate students in the College, maintaining student records, liaising with the University and Faculties, and supporting the Tutors. The Tutorial Office, which currently comprises four members of staff, including a Manager, two Administrators (one of which is this role) and a PA to the Senior Tutor, ultimately reports to the Senior Tutor and is usually the first port of call for all student inquiries. Consequently, this role will involve a considerable amount of face-to-face contact with students. Extensive use is made of the various University systems such as CamSIS and CamCORS.
**PERSON SPECIFICATION**

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<th>Criteria</th>
<th>Essential</th>
<th>Desirable</th>
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<td><strong>Education/Qualifications</strong></td>
<td>• Educated to A’ level standard or equivalent</td>
<td>• Educated to Degree standard or equivalent</td>
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<td><strong>Experience and skills</strong></td>
<td>• Experience of working in a team</td>
<td>• Good customer service skills</td>
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<td>• Excellent communication skills, both written and verbal</td>
<td>• Experience of working in a Collegiate environment</td>
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<td>• Excellent IT skills (particularly Microsoft Office packages)</td>
<td>• Experience of using University systems such as CamSIS and CamCORS</td>
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<td><strong>Abilities</strong></td>
<td>• Ability to work independently with minimal supervision</td>
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<td>• Ability to work accurately under pressure and to tight deadlines</td>
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<td>• Keen attention to detail</td>
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<td>• Organised and methodical working methods</td>
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<td>• Patient and sympathetic approach to dealing with student issues</td>
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<td>• Willingness to adopt a flexible and collaborative approach to tasks</td>
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<td><strong>Personal attributes</strong></td>
<td>• Smart appearance</td>
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<td>• Honest, reliable and hard working</td>
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