



ST JOHN'S COLLEGE CAMBRIDGE

**Further particulars for the post of
Student Services Officer**

(Maternity cover)

Requirement

St John's College wishes to appoint a St John's College wishes to appoint a Student Services Officer to be responsible for providing a high level of support to students in order to ensure the efficient operation of the College's central Student Services facility. This contract is offered on a fixed-term basis to cover a period of maternity leave.

St John's College

St. John's College was founded in 1511 by Lady Margaret Beaufort, the mother of King Henry VII. It is one of the largest of the University colleges and has some 530 undergraduate and 320 post-graduate students, and around 160 Fellows in a very wide range of academic disciplines. The charitable purposes of the College are the advancement of education, religion, learning and research. The College is currently able to accommodate all its students in College and nearby hostels and houses. All Fellows have a study in College and some are fully resident in College. Additionally, the College employs some 250 Assistant Staff. The College is a highly international community with approximately 15% of its undergraduates and 55% of its graduates coming from overseas.

Further information on the College can be found on the College website www.joh.cam.ac.uk

College Aims: the College's statutory aims are the advancement of education, religion, learning and research.

Department Aims: The Director of Education & Senior Tutor's Department's aim is:

- (i) To offer academic and intellectual leadership for the education and welfare of the College's students.
- (ii) *Education* - To ensure that academic supervision and all relevant facilities and services related to the provision of education are made available to the highest standards.
- (iii) *Welfare* – To offer complete and sound pastoral advice and support, covering all aspects of student welfare, to both undergraduate and graduate students.
- (iv) *Undergraduate Admissions* – To secure admission to the College the applicants most capable of benefiting from the education being provided, irrespective of social, economic, religious or ethnic background, or disability.
- (v) *Graduate Admissions* – To secure the admission of the most able graduate students to the College, to ensure that their needs and interests are met, and to ensure that they can pursue their advanced studies and research to the highest possible standard.

Student Services Aims: To provide an efficient, effective and reliable administrative function within the Director of Education & Senior Tutor's Department to provide our students with a central body which provides information, general guidance and administrative support at the highest level to meet all their needs; and to ensure this central body is maintained and developed at an appropriate level.

Principal Responsibilities and Duties

Job title: Student Services Officer

Department: Director of Education & Senior Tutor's Department

Responsible to: Student Services Manager

Job Purpose: To provide a full, comprehensive and high level administrative service and central function for our students. Responsible for effective front line customer service interaction with students.

Principal Responsibilities

a) The postholder operates the Student Services function, with the team of Student Services Officers, and is required to ensure that a comprehensive and high level administrative function, in the form of a central body, is maintained for our students. In order to secure smooth operation, continued efficiency and improvements, this must be achieved in the following ways:

- i. Working to assist the Student Services Manager as part of the Student Services team to ensure that the administrative support function meets all the needs of our students.
- ii. Taking full initiative to meet the needs and requirements of our students in following the designated processes that are time efficient and yield the best results.
- iii. Assisting the Student Services Manager to ensure that processes are continually monitored, reviewed regularly and updated to ensure efficiency and to meet changing needs. Through this monitoring, strategically seeking to improve the efficiency and interaction of Student Services with other departments in the College and University.
- iv. Developing and maintaining a database of standard documents, letters and forms to be used by Student Services.
- v. Assisting with the introduction and development of computing systems as appropriate and assessing strengths and weaknesses of software/hardware.
- vi. Implementing all processes used to communicate with students. This includes content and use of the College website, student areas, noticeboards, facebook (and other interfaces) and student email bulletins to promulgate announcements and information to students.
- vii. Writing webpages for the College website in regard to matters relating to the Student Services facility.
- viii. Providing a central function which students can contact.
- ix. Providing a central function for which other Departments/Offices can contact in relation to queries related to students.
- x. The postholder must take on administrative tasks as required within Student Services to cover expected or unexpected absence of other members.

b) The postholder is responsible for the provision of an effective Student Services function by dealing efficiently and effectively, on a frequent often daily basis, with administrative tasks, this includes:

- i. Receiving and responding to all student queries in person/telephone/email. This includes current students, past students and offer holders.
- ii. Acknowledging all queries and contacts made to Student Services promptly and as appropriate.
- iii. Keeping logs and action lists as appropriate and reporting them to the Student Services Manager on a regular basis.

- iv. Typing and word-processing, use of phone, FAX, emailing, photocopying and electronic scanning as appropriate.
 - v. Writing and providing content for administrative documents, files and related items as required. This could include letters and references.
 - vi. Using a wide variety of resources to promulgate announcements and information to students. This includes the College website, student areas, noticeboards, facebook (and other interfaces) and student email bulletins.
 - vii. Dealing with all enquiries regarding student records and information, whilst understanding confidentiality.
 - viii. Producing all documents and items as required for and by students, these include transcripts, confirmation of qualifications, bank letters, council tax letters and student status letters. All of the above should be produced in response to enquiries from both current and past students.
 - ix. Taking payments for College bills, in person or by phone, by cash/cheque/card from current students, both internal and external.
 - x. Handling and processing of all student applications both on paper and electronic, whether for exchanges, grants or other applications.
 - xi. Handling and processing of student payments as required, by bank transfer/cash/cheque/credit college account, including use of the jPay system.
 - xii. Operating a twice daily mail service for the Department, both internally in the Department and within the College.
- c) The postholder maintains and/or prepares records, reports, statistics and procedure documents for all processes in Student Services. It is essential that College records and documents are kept up-to-date in order to ensure that students and relevant members of the College and the University have the most up-to-date information. This is achieved by:
- i. Maintaining accurate student data for all our students on CamSIS (student database) and CamCORS (teaching reporting system) and all other relevant databases. Informing other relevant parties of changes made as required.
 - ii. Maintaining and processing all changes to student data and actions affecting students as a result of Tutors' meetings, and completing all necessary processes; this includes financial support, intermissions, subject transfers, all registration activities. Until decisions are taken at Tutors' Meetings these processes are handled by the Academic Administrators.
 - iii. Preparing various lists of students as required.
 - iv. Compiling and analysing statistical reports on Student Services activities, this includes student numbers, student data, student feedback and student activities, i.e. exchanges, travel awards, research projects. Using these reports to analyse trends, work on improvements and maintain high level activities for students.
 - v. As part of the Student Services team, assisting in the preparation of data and/or reports for the Department's Annual Report.
 - vi. Conducting any required project work within Student Services as needed.
 - vii. Developing, creating and implementing systems, including online systems, to strengthen the operation of the Student Services function.
 - viii. Processing all queries and requirements with regards to University Cards, in keeping with the University Card Office guidelines.
 - ix. Maintaining the College card access system database, this includes issuing, programming and recording of cards and undertaking a major annual up-dating at the end/start of the academic year for out-going/in-coming students.
 - x. Assisting with content for the Student Handbook as appropriate.

d) The postholder appropriately maintains the administration of student activities in order to ensure the smooth progression of junior members' College lives. This management will include the following:

- i. Maintaining a yearly diary for activities in Student Services so that annually recurrent procedures are initiated at the appropriate time.
- ii. Orientation: Assisting with the Orientation programme and liaising with relevant College Offices/Departments to ensure that all activities are successfully implemented.
- iii. Matriculation: As part of the Student Services team organising the Matriculation process to ensure that all requirements are met and all events run smoothly and efficiently. Responsible for student registration.
- iv. Scholarships and Prizes: Assisting in all processes related to the awarding of Scholarships and Prizes.
- v. Grants, Awards and Prizes: Assisting in the administration and co-ordination of all college prizes and grants.
- vi. Exchanges: Handling the administration of all undergraduate exchange programmes.
- vii. Progress Tests: Ensuring the smooth running of all processes related to College Progress Tests. Carrying out all tasks related to College Progress Tests as instructed.
- viii. Examinations: Assisting in all processes related to examinations.
- ix. General Admission: As part of the Student Services team assisting with the co-ordination of all General Admission activities.
- x. Congregations: As part of the Student Services team organising Congregations to ensure that all requirements are met and all events run smoothly and efficiently.
- xi. Terms of Residence: Assisting with the monitoring of Tutorial requirements for students such as the Certification of Terms of Residence.
- xii. College letters/transcripts: Producing all documents, including College letters, transcripts and other administrative documents, as produced by the Student Services team.
- xiii. Room Ballot: Maintaining all processes related to the room ballot for undergraduate student rooms.
- xiv. Student Bills: Maintaining all processes in the production and handling of student bills.
- xv. Student Finance: Maintaining the College's processes involved in ensuring accurate and correct information is maintained for our students with regard to Student Finance.
- xvi. Student Self-Assessment: Ensuring smooth running of all processes related to receiving and distributing Student Self-Assessments.
- xvii. Points Based Immigration: Responsible for maintaining and monitoring the database of information regarding Overseas students, particularly those on a Tier 4 visa.
- xviii. Involvement in the processes of all other student activities as appropriate.

e) As Student Services Officer the postholder is responsible to provide a solid contribution to support students in the Admissions process by:

- i. Acting upon all tasks as distributed within Student Services to meet the needs of students. Involvement begins when students become Offer Holders.
- ii. Maintaining the processes and providing the content for the Offer Holders website.
- iii. Answering all queries and dealing with all interaction by Offer Holders with the College before Matriculation.
- iv. Ensuring accurate information and processes are maintained and followed throughout; this includes the processes regarding fee status, bursary applications and financial guarantees.

- v. Ensuring that all information held by Student Services in relation to their work within the Admissions Round is accurate and up to date.

The list includes the principal accountabilities of the role but is not exhaustive. Other relevant duties may be specified by the Director of Education & Senior Tutor or Student Services Manager. The role may from time to time also include assisting/providing cover within the Senior Tutor's Department.

Person specification

Set out below are the qualifications, experience, skills and knowledge that are the minimum essential requirements for the role or are desirable additional attributes.

Qualifications, Knowledge and Experience:

- Educated to degree level is desirable , or relevant experience.
- Strong previous administrative experience.
- Strong and competent IT skills essential, including Microsoft Word, Excel, Powerpoint, Access, Adobe Acrobat Pro and other in-house systems that may be introduced.
- Previous relevant work experience is also preferable, i.e. an experienced background in the educational sector.
- Good knowledge of websites in providing content and creating pages/structure.
- Experience in a customer serving/front of house environment would be beneficial but not essential.

Skills, Abilities and Competencies:

- Excellent communication skills are required as the post involves liaising and dealing with a wide spectrum of people, including Directors of Studies, Tutors, Fellows, College staff and students.
- Pleasant, friendly and welcoming attitude as required for working in a customer facing administrative function.
- Well-developed, proven, organisational skills.
- High degree of flexibility to respond to highly fluid and open-ended tasks.
- The ability to demonstrate strong initiative and must be able to work on his/her own initiative and judgement.
- Must be able to prioritise workloads in order to meet deadlines, whilst remaining calm.
- The ability to deal appropriately with sensitive and private information and to operate in a highly confidential and professional manner.
- The ability to maintain effective working relationships with other College Departments.
- The ability to work as part of a strong administrative team. Must work well with others.

Terms and Conditions

Length of post:	Fixed term – 9 months
Salary:	The salary for the post will be £23,231.63 - £25,894.72 p.a. (depending on experience) pro rata
Hours of work:	20 hours per week. Working pattern to be agreed with the successful candidate
Location:	The role is based in Cambridge.

Contractual benefits include:

- Membership of a contributory pension scheme after a qualifying period
- Additional Christmas salary payment
- Annual leave of 36 working days (inclusive of Bank Holidays) pro rata for those not working a 5-day week

Other benefits include:

- Free lunch in the College's Buttery Dining Room (subject to a monetary limit)
- Free car parking close to the College (subject to availability)
- Free use of an on-site Gym
- Free life cover

The appointment will be subject to an initial probationary period of six months during which the appointment may be terminated by one week's notice on either side. Following the successful completion of the probationary period, the period of notice is one month on either side.

Recruitment Process

Please include in your application:

- A completed application form;
- A brief covering letter summarising why you believe yourself to be suitable for the role and why the role appeals to you;
- A full c.v.

Applications should be sent:

by email to: recruitment@joh.cam.ac.uk

or by post to: HR Department, St John's College, Cambridge, CB2 1TP

to arrive no later than **12 noon on Monday 5 November 2018**. Interviews are expected to take place on **12 or 19 November 2018**.

In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and its Data Protection Policy. Please see attached for a copy of our Data Protection Statement for further information about how we process your personal data.