ST JOHN’S COLLEGE
CAMBRIDGE

Further particulars for the post of
Undergraduate Admissions Officer
Requirement

St John’s College wishes to appoint an Undergraduate Admissions Officer on a permanent basis.

St John’s College

St. John’s College is one of the largest of the University of Cambridge’s 31 colleges. Colleges are where students live, eat and socialise, and receive small group teaching sessions. St John’s has about 900 students, 160 Fellows (that is, resident academics who teach and research), and about assistant 250 staff. The charitable purposes of the College are the advancement of education, religion, learning and research. The College is a highly international community with some 20% of its undergraduates, over 50% of its postgraduate students, and many of its faculty coming from overseas.

This is a friendly, warm, and welcoming place. The College is held in deep affection by its members and our community is a tolerant, inclusive, caring, respectful meritocracy, with genuine joie de vivre. We cherish the diversity of experience, culture, and perspective in members of the College, and the way this enriches our learning and our lives. We seek to balance the way we fulfil our purposes today with our stewardship responsibilities for future generations in the College, and for the wellbeing of our planet.

The buildings and grounds of St John’s are a magnificent environment in which to work, but it is the people of St John’s who give the place its unique identity. Diversity, independence and intellectual excellence make it a dynamic place in which people can thrive. Read more about St John’s on the College’s website: www.joh.cam.ac.uk.

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

Department Aims:

- To admit undergraduate students of exceptional academic merit and potential from a representative diversity of backgrounds in the UK and a broad range of overseas countries.
- To this end, to recruit a strong and diverse field of undergraduate applicants through appropriate outreach to schools and colleges, and to individuals and their families.
- To complete a fair undergraduate selection process with effectiveness, efficiency and transparency.

Principal Responsibilities and Duties

Job title: Undergraduate Admissions Officer

Department: Undergraduate Admissions Office within the Education Department, the overall direction of which rests with the Senior Tutor

Responsible to: Tutor for Undergraduate Admissions

Job Purpose:

- To provide a full, comprehensive and high-level administrative and support service to the Tutor for Undergraduate Admissions.
- Responsible for the line management of all administrative staff in the Undergraduate Admissions Office to ensure the effective delivery of outreach and schools liaison activities as well as services to support undergraduate applicants, candidates for interview and offer
holders up to the point of confirmed entry. Ensures that College admissions processes are administratively in line with university policies. Works with colleagues across the Education Department to ensure effective delivery of all activities relating to outreach, school’s liaison and undergraduate admissions.

**Principal Responsibilities**

a) The post-holder manages the Undergraduate Admissions Office to secure smooth operation, continued efficiency and improvements in all processes, including:

- Line Managing Undergraduate Admissions Office staff, including motivation and retention, induction and administrative training of new staff, staff development reviews, and any performance issues that may arise.

- Monitoring and managing the budget of the Undergraduate Admissions Office and all outreach, schools liaison and admission activities carried out by staff within it.

- Ensuring that data relating to the College’s undergraduate admissions and widening participation objectives, and the College’s contribution to the University Access and Participation Plan is readily available to the Tutor for Undergraduate Admissions and the Senior Tutor.

- Ensuring good collaboration between the Undergraduate Admissions Office and other sections of the Education Department, working closely with the Academic Administrator Team to ensure the effective delivery of undergraduate admissions, keeping colleagues fully apprised of operational developments in admissions policy and practice.

- Maintaining a yearly diary so that annually recurrent procedures are initiated at the appropriate time and that the Tutor for Undergraduate Admissions, staff within the Undergraduate Admissions Office, and the Academic Administrator Team are kept up to date on tasks that need to be undertaken at specific times.

- Managing the practical implementation of any changes in policy and practice regarding admissions-related business – it is essential that familiarity with all University Admissions and national Higher Education policies be maintained.

- Maintaining a library resource of the College’s Admissions decisions, policies and procedures that is readily available for the Senior Tutor and the Tutor for Undergraduate Admissions.

- Ensuring that policies and procedures relating to undergraduate admission to the College are fully available to the public on-line.

- Participating in the administration of procedures for monitoring and reporting on the undergraduate admissions processes of the College within an evolving system of audit and quality control; keeping and retrieving relevant data and helping in the preparation of relevant reports, liaising with the Academic Administrator Team and other support staff as necessary.

- Attending meetings as appropriate and necessary, such as regular Department meetings and meetings with Admissions Administrators of all Cambridge Colleges. From time to time
participation may be required in various University working parties concerning matters relating to admissions business, computer systems and developments in database systems.

- Representing the Tutor for Undergraduate Admissions in various College meetings, including the Domestic Bursar’s fortnightly meetings and other meetings as required.

b) In order to ensure that the Undergraduate Admissions Office meets its aims the post-holder is required to support the Tutor for Undergraduate Admissions by:

- Welcoming visitors to the Undergraduate Admissions Office; providing admissions information and answering queries; giving comprehensive advice about the admissions system, referring more complex enquiries to the Tutor for Undergraduate Admissions; making advance bookings for appointments with the Tutor for Undergraduate Admissions, delegating these tasks as appropriate to other members of the team.

- Managing and dealing with incoming enquiries by telephone, letter and email, personally and in consultation with the Tutor for Undergraduate Admissions, delegating these tasks as appropriate to other members of the team.

- Ensuring staff liaison with the Cambridge Admissions Office and other relevant parties as necessary for participation in cross-College events, summer schools and residential visits, including those at which the Tutor for Undergraduate Admissions delivers Admissions talks and presentations.

- Overseeing the planning and organisation by staff of College Open Days.

- Preparing and submitting papers in the appropriate form for Education Committee and Council meetings, Education Forums and admissions strategy meetings.

- Drafting and distributing reports and other papers, as required.

c) The post-holder ensures the effective, efficient and smooth running of the Admissions process by:

- Receiving, checking and acknowledging undergraduate applications and documents in relation to achieved results in public examinations.

- Receiving, checking and acknowledging fee status documents; requesting missing information where necessary.

- Checking the financial status of successful applicants and the eligibility of those holding offers of places for undergraduate study as Affiliated students.

- Checking all applications for English Language competency.

- Managing the processes for the input of data fed electronically into the College’s and the University’s databases, and ensuring accuracy.

- Overseeing the answering of questions about the progress of applications from applicants and from other Colleges.
- Overseeing the preparation and circulation of applications to the Academic Administrators.

- Responsible for keeping checklists to ensure that applications are properly dealt with.

- Overseeing the communication of decisions to UCAS via the Cambridge Admissions Office, including entering information on relevant databases.

- Supervising the processes required for the pooling of candidates in December and August.

- Dealing with the initial ‘fielding’ of communications from schools and applicants after offers have been made.

- Responsible for the processes involved in dealing with offer holders, including collecting documents, and assessing financial guarantees for relevant students.

- Supervising the processes for obtaining the GCSE, UMS scores (where applicable) and all equivalent results of conditional offer holders.

- Overseeing the maintenance of an up-to-date record of International school-leaving qualifications and equivalents, their comparability with A Levels, and communicating this to subject Directors of Studies and others.

**d) In order to ensure that the College’s Admissions Information is kept up-to-date, relevant and accurate the post-holder will be required to:**

- In consultation with the Tutor for Undergraduate Admissions, write and produce Admissions webpages and upload those pages to the College website. Liaise with the College Communications Team to ensure that Admissions information on the College’s website and social media outlets is effectively communicated and up to date.

- In consultation with the Tutor for Undergraduate Admissions, develop new web pages and social media sites to reach out to potential applicants from target groups, keeping these sites fully up to date throughout the year, as well as monitoring their usage and impact.

- Ensure that the College has correct entries in other relevant publications, including the Cambridge Undergraduate Prospectus, playing a key role in ensuring that draft text and photographs for the College entry are produced in good time. Liaising with Teaching Fellows, Communications Office and other Departments to ensure information is up to date.

- Ensure with the Tutor for Undergraduate Admissions the appropriate production and distribution of online material and hard-copy literature and other publicity material about the College.

- Ensure that appropriate information on the availability of funding support is made available to prospective applicants, in liaison with the Scholarships & International Administrator, as necessary.

- Oversee provision of admissions-related information for Freedom of Information requests.
The list includes the principal accountabilities of the role but is not exhaustive. Other relevant duties may be specified by the Senior Tutor or the Tutor for Undergraduate Admissions.

**Resources Managed:**

The Undergraduate Admissions Office processes between 1000 and 1500 undergraduate applications per year.

**Decision-making:**

- Decides on the appropriate distribution and prioritisation of work within the Undergraduate Admissions Office, in consultation with the Tutor for Undergraduate Admissions.
- Line manages administrative staff in the Undergraduate Admissions Office.
- Acts on behalf of the Tutor for Undergraduate Admissions when appropriate and/or necessary.
- Active part of a team giving suggestions for improvements to policies/procedures.
- In collaboration with the Tutor for Undergraduate Admissions, suggests changes to procedures, where necessary.
- Responsible for the implementation of improvements, where identified.
- Decides which telephone and email queries can be responded to and which need to be referred elsewhere.
- Decides on appropriate responses to admissions queries from prospective applicants, in consultation with the Tutor for Undergraduate Admissions as appropriate.

**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:**

- High standard of education is essential (ideally to degree level or equivalent)
- Excellent IT skills. The post-holder will need to be fully conversant to an advanced level with the following software packages:
  - Word for Windows
  - Microsoft Outlook
  - Excel
  - Internet Explorer or equivalent
  - Familiarity with Access, PowerPoint and CamSIS are desirable
- Ability to undertake in-house training on other software packages.
- Previous relevant work experience would be an advantage.

**Skills, Abilities and Competencies:**

- Strong management, leadership and excellent communication skills, both written and verbal are essential to enable the postholder to deal tactfully, effectively and decisively with enquiries from a wide range of people.
- Highly-developed, proven, organisational and administrative skills, ideally including delegation skills.
• Ability to demonstrate initiative, good judgement, self-motivation and excellent teamwork working skills.
• Ability to work independently and as part of a team, to use initiative to work collaboratively with different teams across the Department.
• Ability to prioritise own workload, meet tight deadlines, and attend to responsibilities promptly.
• High degree of flexibility to respond to fluid and open-ended tasks and ability to work under pressure.
• Expert knowledge and confidence is required for the management of undergraduate admissions enquiries, especially in relation to policy, practice and processes. This includes communications with teachers and staff/careers advisers, educational consultants, examination boards, potential and actual applicants, members of other Colleges, parents, carers, alumni and others.
• Attention to detail to avoid errors, particularly as these could be serious for the College.
• Capacity to manage and deal effectively and diplomatically with potentially controversial or emotional enquiries in the wake of admissions decisions.
• The ability to deal appropriately with sensitive and private information and to operate in a highly confidential and professional manner.

Terms and Conditions

Length of post: Permanent
Salary: The salary for the post will be between £40,331.02 and £45,393.19 per annum, depending on experience
Hours of work: 36.25 hours per week
Location: The role is based in Cambridge.

Contractual benefits include:

• Membership of a Defined Contribution Pension Scheme after a qualifying period
• Additional Christmas salary payment
• Annual leave of 36 working days (inclusive of Bank Holidays)

Other benefits include:

• Free lunch in the College’s Buttery Dining Room (subject to a monetary limit)
• Access to a private healthcare scheme currently provided by BUPA
• Access to a ‘cash plan’ healthcare scheme currently provided by Simplyhealth which provides some financial assistance towards the cost of everyday health expenses such as sight tests or dental check-ups after a qualifying period
• 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 9 months during which the appointment may be terminated by one month notice on either side. Following the successful completion of the probationary period, the period of notice is three months 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 **9.00 am on 11 January 2024**. Interviews are expected to take place on Friday 19 January 2024.

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.