



ST JOHN'S COLLEGE CAMBRIDGE

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

Requirement

St John's College wishes to appoint a Student Services Officer on a permanent basis.

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: To provide an efficient, effective and reliable administrative function within the Education 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: Student Services within the Education Department

Responsible to: Student Services Manager

Job Purpose: To deliver a full, comprehensive and high-level administrative service. To provide a central function for our students as well as for other Departments/Offices in relation to queries related to students. Responsible for effective front line customer service interaction with students.

Principal Responsibilities

Principal Accountabilities (Responsibilities):

a) General administrative support

Provide administrative support to the Student Services Manager as part of the Student Services team by:

- Ensuring that processes are continually reviewed and updated to ensure efficiency and to meet changing needs.
- Developing and maintaining a database of standard documents, letters and forms to be used by Student Services.

- Writing webpages for the College website concerning matters relating to the Student Services facility.
- Assisting with content for the Student Handbook as appropriate.
- Covering expected or unexpected absence of other Student Services team members.
- Taking payments for College bills, in person or by telephone, by cash/cheque/card from students/staff/Fellows/external visitors.
- Carrying out general administrative tasks as required such as filing, photocopying, and electronic scanning and so on.

b) Data and record keeping

Maintain and/or prepare 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. This is achieved by:

- Maintaining accurate student data for all our students on CamSIS (student database) and CamCORS (teaching reporting system) and all other relevant databases.
- Dealing with all enquiries regarding student records and information, whilst understanding confidentiality.
- Preparing accurate lists of students as requested.
- Compiling and analysing statistical reports on Student Services activities, including 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.
- Processing all queries and requirements concerning University Cards, in keeping with the University Card Office guidelines.
- Maintaining the College card access system database, this includes issuing, programming and recording of cards.
- Maintaining and monitoring the database of information regarding Overseas students, particularly those on a Tier 4 visa.

c) Student Support

Ensure the smooth progression of junior members' College lives by:

- Answering all queries from Freshers.
- Assisting the Student Services Manager with the orientation programme to ensure all events run smoothly and efficiently.
- Assisting the Student Services Manager in organising the Matriculation process to ensure that all requirements are met.
- Assisting in the administration and co-ordination of certain college grants, awards and prizes, e.g. Learning and Research Fund, Sports Fund, Praeter Fund, Travel Awards, June Awards etc.
- Handling the administration of exchange programmes, including applications, references, and answering queries.
- Carrying out tasks related to College Progress Tests as instructed.
- Assisting in all processes related to examinations.
- Organising Congregations to ensure that all requirements are met and all events run smoothly and efficiently.
- Monitoring of University requirements for students to ensure they have kept Terms of Residence.
- Maintaining all processes related to the room ballots for undergraduate student rooms.

- Responding to all student queries in person/telephone/email; announcements and content on the College website; noticeboards; and social media.
- Producing documents including transcripts; confirmation of qualifications; bank letters; council tax letters and student status letters - in response to requests from both current and past students.
- Answering queries relating to College bills.
- Ensuring accurate and correct information is maintained for our students with regard to Student Finance; and carrying out the Attendance and Registration processes of the Student Loans Company.
- Receiving and distributing Student Self-Assessments.
- Year diary: Maintaining the list of tasks/activities in Student Services so that annually recurrent procedures are initiated at the appropriate time.

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

Resources Managed / Facts and Figures:

- High Level Administrative support to all our students.
- Deputy University Card Representative.
- Constant use of the following software: Word; Excel; Outlook; Access; Adobe Acrobat Pro; CamSIS; CamCORS; College bespoke software.
- Maintaining and providing content for the College Website.

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, or equivalent.
- Strong previous administrative experience, with relevant work experience preferable, i.e. an experienced background in the educational sector.
- Strong and competent IT skills essential, including Microsoft Word, Excel, Outlook, PowerPoint, Adobe Acrobat Pro, Databases.
- 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 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:	Permanent
Salary:	The salary for the post will be between £28,207.07 - £30,599.42 p.a. (depending on experience)
Hours of work:	36.25 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 '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.
- An Agile Working policy whereby eligible staff may be able to work remotely for up to 40% of their working hours.

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 **9.00 am** on **Monday 3 July 2023**. Interviews are expected to be held during the week commencing **Monday 10 July 2023**.

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.