# Newnham College Job Description

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Tutorial &amp; Admissions Office Manager</th>
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<tr>
<td>Reporting to:</td>
<td>Senior Tutor</td>
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<td>Responsible for:</td>
<td>Tutorial &amp; Admissions Office Staff (4 staff plus oversight of the Assistant to the Senior Tutor and Postgraduate Tutor)</td>
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<td>Significant working relationships:</td>
<td><strong>Internal</strong>: Tutorial &amp; Admissions Office team, Directors of Studies, Tutors, Communications team, Bursary, College Nurse, Counsellor, Conference Office, Students. <strong>External</strong>: University Student Services Centre, University departments, other Cambridge Colleges.</td>
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<td>Place of work:</td>
<td>Newnham College</td>
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<td>Tenure:</td>
<td>Permanent</td>
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<td>Hours:</td>
<td>37.5 per week, Monday to Friday, with the requirement to work flexibly at certain times of year. This will involve some weekend working and additional hours which are compensated for via TOIL.</td>
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<td>Salary:</td>
<td>Spine point 49 on the University’s single salary spine, equating to £42,149 per annum.</td>
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<td>Holidays:</td>
<td>33 days (including 8 public holidays)</td>
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<td>Pension:</td>
<td>The College offers membership of USS (Universities Superannuation Scheme), with a current employer contribution rate of 21.4%</td>
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<td>General terms and conditions:</td>
<td>This post is subject to proof of the right to work in the UK and governed by the provisions in the College staff handbook, policies and procedures which may change from time to time. Confirmation in post is subject to satisfactory references and the successful completion of a six-month probationary period. Thereafter the notice period is three months.</td>
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<td>Other</td>
<td>A DBS check which is satisfactory to the College is a requirement for this post.</td>
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**Main Purpose of Role/Overview:**

To manage the Tutorial & Admissions Office, reporting to the Senior Tutor, the Postgraduate Tutor and the Admissions Tutor on different aspects of the work and ensuring the team provides the necessary support to those post-holders. The Tutorial &
Admissions Office Manager is line-manager to the Admissions Coordinator, two Tutorial & Admissions Administrators and (in part) the Schools Liaison & Outreach Officer and the Assistant to the Senior Tutor and the Postgraduate Tutor.

To oversee the operational side of a student's journey at Newnham College from admission up to and including graduation. The Tutorial & Admissions Office manages all student-related administration, and the Manager ensures these are all carried out to the highest standard, both setting policies but also being prepared to be hands-on at busy times of year. The College’s programme of outreach work also falls into this team. The Tutorial & Admissions Office Manager also provides some support for Tutors and Directors of Studies.

The Tutorial & Admissions Office Manager occupies a pivotal position in the College and needs to build good professional working relationships with the Principal and the Fellows, the College Nurse and College Counsellors, academic and other staff, students, parents, and alumnae. The post carries a high level of responsibility, and the successful candidate needs to be able to prioritise efficiently, meet deadlines and both anticipate and solve problems on their own initiative, in consultation when appropriate. Confidentiality, discretion and tact are essential to the role. They need to be able to implement College procedures consistently and identify where flexibility may be justified. They need to identify, propose and implement changes to procedures, e.g. moving various forms online to simplify processes. They need to be able to deal with and shape responses to change and uncertainty and take timely decisions about sensitive matters, knowing when and who to consult. In particular, they need to deal sensitively with students but also be prepared to set boundaries and have tough conversations where necessary.

Main duties and responsibilities

**Tutorial & Admissions Management**

- Management of staff in the Tutorial & Admissions Office; recruitment, induction and training.

- Management of the department’s relationships with the Information & Support Office, Communications Office, Bursary, Housekeeping, College Nurse and Counsellors to ensure that information is exchanged appropriately so that students are supported effectively.

- Management and oversight of the activities of the Tutorial & Admissions Office, which includes but is not limited to: undergraduate and postgraduate admissions, student records, student numbers, supervision records, examination administration, immigration and visas, support to the Tutors, room allocation for undergraduates and postgraduates, distribution of information to students, and administration for Grants, Awards, Scholarships and Studentships.

- Communicate effectively with the JCR and the MCR, especially Welfare Officers, Halls Officer and Fresher’s President.

- Allocation of students to Tutors and implementation of decisions by the Senior Tutor and the Postgraduate Tutor on the allocation of Directors of Studies and Postgraduate Mentors.

- Provide administrative assistance to the Senior Tutor, Postgraduate Tutor and Nurse in the management of student welfare issues, including complex cases.
Routine signposting of welfare support for students.

Support to Senior Tutor, Postgraduate Tutor and Assistant Tutors on crisis management.

Carrying out projects and research which may include, e.g., writing reports in response to questionnaires from the intercollegiate University, supporting strategy planning and providing applicant or student data.

Oversight of student visa work including monitoring, distribution and confirmation of student visas. Notification of any related issues including late arrivals, students requesting leave to work away, intermission and withdrawal. Reporting as requested via the International Student Team.

Oversight and management of the graduation ceremonies. Attendance at ceremonies to brief and support students. Provide support to the Praelector.

Administration of Grants, Awards, Scholarships and Studentships.

Keeping up to date and proficient in use of CamSIS, CamCORS and CASC Rooms Management System and such other systems as may be introduced.

Organisation and preparation of papers for Undergraduate Grants & Awards Committee (termly); Director of Studies’ meetings (termly); Postgraduate Grants & Awards Committee (termly); and Education Committee (annually).

Attendance at various meetings including: Heads of Departments, Safety Committee, Tutors meetings, College Events Committee and Academic Planning Committee. To represent the Tutorial & Admissions Office and brief colleagues on tutorial and admissions related matters.

Production and distribution of student-related data and information.

Liaison with University and College officers regarding international exchange students and year abroad students.

Ensuring knowledge of current regulations and requirements relating to student procedures is up to date (including Home Office regulations).

Monitoring student room allocation, room vacancies and licence agreements.

Maintenance and updating of relevant web pages.

Management of Subject Formal Hall events.

**Budgetary Responsibilities**

Monitor Tutorial expenditure, in coordination with the Senior Tutor, in a timely and efficient manner.

Assist the Postgraduate Tutor with the Postgraduate Studentships and Grants.

Assist the Senior Tutor with the Undergraduate Bursaries, Scholarships and Grants.
**General**

- 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 comply fully with all the College’s policies including health and safety, equal opportunities and data protection.
- To undertake any other reasonable request or duties, commensurate with this 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 are expected to work collaboratively to support the overall work of the College.

**Person Specification**

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<th>Qualifications experience and background</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>- Educated to degree level or equivalent, with good GCSE passes in English Language and Maths or equivalent</td>
<td>- Working knowledge of UK Higher Education</td>
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<td>- Solid and substantial experience of working in a management role at a similar level of complexity</td>
<td>- Experience of the University collegiate system</td>
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<td>Specific knowledge/ skills (technical)</td>
<td>- Knowledge of the structure and systems of the UK secondary schools and colleges</td>
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<td>- Advanced working knowledge of Microsoft Office (specifically Word, Excel, Outlook and PowerPoint)</td>
<td>- Working knowledge of Qualtrics, Zoom webinars, Google Drive, Adobe Acrobat (Pro)</td>
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<td>- Familiarity with virtual communication platforms (Zoom and Microsoft Teams)</td>
<td>- Working knowledge of online data storage platforms (Microsoft SharePoint)</td>
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<td>- Excellent organisational skills, prioritisation and planning of work to meet firm and often tight deadlines</td>
<td>- Understanding of GDPR and personal data use and retention regulations</td>
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<td>- Excellent interpersonal and communication skills with the ability to engage effectively with a wide range of people</td>
<td>- Experience of maintaining websites</td>
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### Personal attributes

- Ability to draft clear and succinct correspondence and reports, with excellent standard of written English
- Ability to operate with minimum supervision and to use initiative
- Ability to effectively relate to a wide range of people
- High level of accuracy and pride in getting things right
- Professional, positive approach with flexibility to be open to new ideas
- Ability to multi-task and produce high quality work under pressure
- Helpful and friendly approach with the ability to remain calm in a fast-changing environment.
- Excellent leadership and team working skills with the ability to engage and motivate staff and encourage development and initiative
- Enjoys developing new processes for system improvement

*Newnham College is an equal opportunities employer*  
*December 2021*