**JOB TITLE:** Tutorial and Admissions Assistant  

**DEPARTMENT /LOCATION:** Tutorial Department  

**Qualifications/academic achievements required to do the job:**  

**Essential:**  
- Good standard of education at or above GCSE (or equivalent) level.  
- Good command of the English language.  

**Desirable:**  
- IT qualifications, particularly Word and databases.  

**Experience:**  

**Essential:**  
- Experience dealing with a diverse range of people, particularly students, and the confidence and ability to communicate clearly and concisely with all of them.  
- Strong IT skills including Word, Excel and databases and proven experience of using IT developments to improve systems and processes.  

**Desirable:**  
- Relevant experience dealing with routine administrative tasks in a busy office environment.  
- Experience using databases such as CamSIS.  
- Experience of working in a multi-functional office-based role and managing own time.  

**Special aptitudes required:**  

**Essential:**  
- Ability to prioritise tasks and manage own workload to achieve deadlines, often managing conflicting priorities.  
- Ability to manage own time effectively and deal with varying working patterns.  
- Excellent attention to detail.  

**Personal disposition:**  

**Essential:**  
- Confident and outgoing and at ease meeting and communicating.  
- Ability to act with tact and discretion and respect for confidentiality.  
- A flexible approach to duties and willing to assist with any required administrative tasks as required.
KEY TASKS AND RESPONSIBILITIES

Tutorial duties:

- Support colleagues with the administration of events. This will include sending invitations, advertising events on the College intranet, coordinating replies including any specialist dietary requirements, preparing tickets and name cards, and providing support on the day.
- Maintain the list of authorised supervisors and manage supervision room bookings on Jerome.
- Assist with processing of supervision payments on CamCORS.
- Assist the Tutorial Administrator with the maintenance of student files, including creating files at the start of the academic year and archiving files at the end of a student’s course.
- Produce student letters, certificates, transcripts, references and degree congratulations letters.
- Stationery ordering for the department, in liaison with the Finance Office.
- Assist the Tutorial Administrator and Senior Tutor’s Secretary with the administration of Progress Reviews for undergraduate students during the Lent Term, including preparing student files, printing and collating questionnaires, and sending reminders to students to book appointments and complete their questionnaire.
- Assist the Graduate Administrator and Tutorial Department Manager with the administration of Tier 4 visa holders, including uploading new immigration documents and their details to CamSIS, checking and uploading UK contact details, term-time addresses, UK phone numbers and email addresses. Ensure the College has accurate information of employment of Tier 4 visa holders, to comply with Home Office and University guidelines. Assisting with the production of employment contracts for students undertaking work for the College, e.g. supervising or exam invigilation.
- Assist the Senior Tutor’s Secretary with the administration of examinations in College, including setting up examination rooms and managing last minute corrections and changes on the day.
- Assist the Tutorial Administrator and Tutorial Department Manager with the administration of all student (graduate and undergraduate) accommodation bookings, including licence bookings, production of licence agreements, and any room changes, as well as temporary bookings (e.g. for vacation residence or visiting students). Ensure students have signed their licence agreements, send reminders and log signed agreements. Help to maintain the list of registered partners and children of current students. Monitor students signing in and out at the beginning and end of each term, and chase students who have not done so.
- Maintain key databases relating to accommodation and the student membership of the College ensuring that information is updated on a regular basis. Systems include Microsoft Excel, and web-based student information and reporting systems such as Jerome, CamSIS and CamCORS.
- Assist the Senior Tutor’s Secretary with the administration of College essay prizes.
- Assist the Graduate Administrator with the administration of the College Contacts scheme, including sending student details to relevant Fellows.
- Respond to email enquiries to the departmental email addresses, and escalate any complex issues or matters of concern to the relevant member of the department.
- Assist with the handling of telephone enquiries and personal callers to the department.
- Data entry, photocopying and filing duties, as required. This includes a termly exercise of printing and filing supervision reports for undergraduate students.
- General assistance with sending reminders to students and tracking student adherence to deadlines.
- Maintain records of student GP registration on CamSIS, including gathering information from students and reminding students who have not provided the information.
- Perform other related duties that may arise, including cover for other team members as required.

Undergraduate admissions duties:

- Act as a point of contact and appropriately manage all enquiries (both by email and over the telephone) concerning undergraduate admissions, prospectuses and offers. Liaise with schools, parents and prospective applicants at all stages of the admissions process. During peak periods, it is anticipated that the Tutorial and Admissions Assistant will be dedicated to these duties on a full-time basis.
- Inform and advise applicants, their parents, teachers and others about admissions policies and procedures.
- Process applications for admission and provide reports as required.
- Assist with the efficient running of interviews, including liaison with Directors of Studies and applicants, drawing up schedules, making necessary domestic arrangements and providing relevant paperwork.
- Assist with managing the undergraduate ambassador scheme.
- Use IT systems to maintain and develop admissions processes, including the University’s student records database (CamSIS). Produce statistical reports from databases, including CamSIS.
- Operate and maintain admissions filing systems, ensuring efficient document retrieval.
- Update and maintain content on the College website and College intranet (JNet), in liaison with the Admissions Coordinator and Schools’ Liaison Officer/Admissions Assistant.
- Be aware of the broad implications of the Equality Act (2010) for undergraduate recruitment.
- Maintain an up-to-date knowledge of the UK Higher Education sector.