Job Description: Education Manager

This is an exciting opportunity for an enthusiastic and dynamic individual to join Hughes Hall in this newly created and crucial senior role.

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Education Manager</th>
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<tr>
<td>Location</td>
<td>Hughes Hall, Cambridge CB1 2EW</td>
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<tr>
<td>Reporting to</td>
<td>Senior Tutor</td>
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<tr>
<td>Key Relationships</td>
<td>Senior Tutor, Deputy Senior Tutors, other Admission Tutors, Staff in Tutorial, Admissions and Library Offices</td>
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<tr>
<td>Contract Type</td>
<td>Permanent</td>
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<td>Probation Period</td>
<td>Six months</td>
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<td>Salary Range</td>
<td>£36,261 – £40,792 depending on experience (Spine Points 45-49 on the University’s Single Salary Spine)</td>
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<td>Hours of Work</td>
<td>37.5 hours per week Monday to Friday (with occasional evening and weekend work for which time in lieu will be given)</td>
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<tr>
<td>Annual Leave</td>
<td>Annual paid leave of 25 days plus public holidays. Pro rata for part time members of staff.</td>
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<td>Pension Eligibility</td>
<td>The College offers membership of a contributory pension scheme. Subject to your age and earnings level, you may be eligible for auto-enrolment into the scheme and you have the right to opt out at any time.</td>
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Hughes Hall is the oldest of the University of Cambridge’s six ‘graduate colleges’. It was established during the Victorian golden age of Cambridge college foundations with a pioneering purpose to provide postgraduate training for women teachers. Today the College accepts male and female students for all the subjects taught in the University. Our vision for Hughes Hall is to be a recognized leader in the University of Cambridge by 2050: a pioneering college for the third millennium. We are dynamic in our approach, developing a unique global impact at the cutting-edge of the academic, professional and commercial worlds.

As a mostly graduate college, Hughes Hall specialises in supporting students studying for taught and research graduate degrees. We also welcome mature students studying for undergraduate degrees. All students share in a distinctive and dedicated academic context created by a mature and committed community of scholars. A distinctive aspect of college life at Hughes Hall is a non-hierarchical culture where interaction and engagement between Fellows and students is open and encouraged. Unlike most colleges, Hughes Hall does not have a High Table reserved for Fellows at mealtimes.
Hughes Hall has c. 750 fee-paying students (plus c. 85 non-fee-paying PhD students writing-up). Over half (c. 430) are on 1-year postgraduate courses. The others are on multi-year courses, mainly BA (c. 100), medicine (c. 40) and PhD (c. 180, plus those writing-up). This distribution largely governs our education support.

The Tutorial Office provides administrative support on welfare and academic matters, interacting with students, Directors of Studies (DoS), tutors and welfare officers. This covers many elements, notably start-of-year registration, university records, exam matters, intermission applications and health matters. There is currently 1 full-time administrator. Tutorial policy is led by the Senior Tutor and Deputy Senior Tutors.

The Admissions Office handles all applications (c. 1200 in 2018), covering mature BA (aged 21+), medicine (CGCM) and postgraduate (masters and doctoral). These three streams have different dynamics concerning timelines, financial arrangements and college input. The Admissions Office also arranges publicity and open days. There are currently 2 full-time administrators. Admissions policy is led by the Admissions Tutors (who are mostly the Deputy Senior Tutors).

The Library has a medium-sized collection of core books for the taught courses, plus electronic resources and study space available to all students. The Library Office currently has 3 part-time staff, together working 1.8 f.t.e. Library policy is led by the Senior Tutor.

**Job Purpose**

The Education Manager will contribute to the work of the Tutorial Office, line manage the staff in the Tutorial, Admissions and Library Offices, and oversee these offices’ efficient operation. The Education Manager will also provide administrative support to the Senior Tutor and the three Deputy Senior Tutors, who are responsible for the academic leadership of these offices and of the college more generally.

**Main Duties**

1. **Contribute to the work of the Tutorial Office**
   This requires a very good knowledge of the specific tasks of the Tutorial Office, i.e. ‘customer service’ for students, registration, visa checks, liaison with central university and departmental administrators, working with college and university databases, exam entries and results, special exam provision, intermission and return, welfare funding, issues of health, disability, equality & diversity, and Fitness To Study. The Education Manager will lead in designated areas which may change from time to time, determined in consultation with the Senior Tutor and the Tutorial Administrator.

2. **Oversee, co-ordinate and facilitate the work of the Tutorial, Admissions and Library Offices, and line manage their staff**
   This requires a good knowledge of the roles of each staff member and the working of each office, along with the ability to line manage staff with various specialist skills, while having different levels of involvement in each office. It also requires the ability to work with Tutors who have other leadership roles.
3. Provide administrative support to the Senior Tutor and Deputy Senior Tutors
This requires a good knowledge of their responsibilities and timetables, and the ability to help them organise their activities and to provide input into and administrative support for new initiatives. It includes:

- Taking and maintaining accurate records, e.g. for Fitness To Study student reviews, and the fortnightly Welfare & Finance Sub-Committee
- Collecting data and preparing reports for internal and external committees
- Attending internal and external meetings and briefing relevant teams
- Communicating potential resource challenges and solutions to the senior team

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required and all employees are expected to work collaboratively to support the overall work of the College.

**Person specification: Essential**

**Education and experience**
- Bachelor degree or equivalent professional training
- Significant experience of managing staff and offices
- Significant experience of working collaboratively with senior staff

**Skills**
- Proven line-management skills, including managing staff in different offices
- Proven oral and written communication skills
- Proven IT skills, with strong knowledge of MS Office and complex databases

**Abilities and attributes**
- Methodical approach to work which is accurate in detail and efficient in time
- Flexible team approach, able to cover for colleagues as needed
- Able to work under pressure and multi-task to a high standard
- Able to devolve work and supervise its delivery
- Able to handle personal information sensitively and observe confidentiality
- Able to listen carefully and relate well at all levels
- Open to new ideas

**Training and development**
- Must remain up-to-date regarding all relevant policies, procedures and IT systems
- Initial and subsequent training will be provided as needed

**NB.** Candidates who have worked in a Cambridge college or department or in its central administration will have useful experience, but suitable candidates from outside the university will be equally considered.
All staff at Hughes Hall are expected to engage in continuing professional development, to comply with the data protection legislation and to comply with the college’s Staff Handbook, Health & Safety Policy and all relevant procedures.

**Screening Check Requirements**
We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

**Application Process**
To submit an application for this vacancy, please complete the job application form and include a covering letter outlining your reasons for applying for the role. Please also complete the College’s Equality and Diversity Form. These should be emailed to hr@hughes.cam.ac.uk. The deadline for applications is Monday 3 June, 9.00 am BST. Interviews will be held at Hughes Hall on Monday 17 June.

Any information given will be processed for employment selection and statistical purposes. You will find all the relevant data protection statements on page 7 of the application form and at www.hughes.cam.ac.uk/about-us/foi-publications.

For an informal discussion about the post, please contact the Senior Tutor on senior.tutor@hughes.cam.ac.uk. If you have any questions about the application process, please contact the HR Manager on hr@hughes.cam.ac.uk.