Education Assistant

This is an exciting opportunity for an Education Assistant to join the Hughes Hall team on a fixed term basis.

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<tr>
<th><strong>Job Title</strong></th>
<th>Education Assistant</th>
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<tr>
<td><strong>Location</strong></td>
<td>Hughes Hall, Cambridge CB1 2EW</td>
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<td><strong>Reporting to</strong></td>
<td>Education Manager</td>
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<td><strong>Contract Type</strong></td>
<td>Fixed term for eight to twelve months</td>
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<td><strong>Probation Period</strong></td>
<td>Six months</td>
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<td><strong>Salary Range</strong></td>
<td>£22,417 to £24,461 (Spine Point 28-31 on the University’s Single Salary Spine) depending on experience.</td>
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<td><strong>Hours of Work</strong></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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<td><strong>Annual Leave</strong></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><strong>Pension Eligibility</strong></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

The University of Cambridge’s oldest graduate college, Hughes Hall bears the name of its founding Principal, Elizabeth Phillips Hughes. Established in 1885 as a women-only teaching College, we now accept postgraduate students and mature undergraduates in all areas of study and research, offering scholarships and bursaries targeted at new and continuing students.

We are one of the most international colleges, bridging the academic and external worlds, with an open and informal atmosphere. A distinctive aspect of College life at Hughes Hall is an egalitarian culture where interaction and engagement between the senior membership and students is open and encouraged; and everyone is allowed to walk on the grass!

A dynamic and progressive College, we have 56 Governing Body Fellows, 219 further Senior Members from all walks of life, 874 full- and part-time postgraduates and 177 mature undergraduates from more than 80 countries. Particularly distinctive is our “Bridge Fellows” programme, which brings a diverse group of outstanding individuals from outside the University into our Fellowship as full members of Governing Body. An oasis of calm and quiet near the busy city centre, we provide a relaxing yet stimulating environment for study
and research. Hughes Hall is situated alongside Fenner’s Cricket Ground, just off the cosmopolitan Mill Road.

We are focused on being an intellectual force at the centre of the University, concentrating on translating research into impact and inter-disciplinary collaboration. We have particular strengths in five subject areas, broadly in the Sciences and Social Sciences, where collaboration between the academic and wider worlds thrives: Physical Sciences, Engineering and Mathematics; Life Sciences; Business and Economics; Education and Social Sciences; and Law. We have world-leaders in each of these fields developing dynamic communities of interest within the College, with a reach far beyond our boundaries.

A determination to change the world for the better is realised through our Bridge initiative which leverages the College’s multidisciplinary perspective, international nature, and external focus to help turn brilliant ideas into lasting change. The Bridge at Hughes Hall helps researchers build relevant skills and enables networking and matchmaking between our academic community and external partners. It is structured around four themes, in different stages of development, through which we aspire to have impact on societies and engage our students: Global Health; The Future of Education; Environment and Energy; and Artificial Intelligence and Big Data. The Bridge also supports our centres: the Centre for Climate Change Engagement, Oracy Cambridge, Cambridge Governance Labs, and the Cambridge Centre for Digital Innovation.

These hubs of academic and professional innovation are having a wide-reaching influence, drawing global attention to Hughes Hall, and are one aspect of a large, vibrant, friendly and ambitious community dedicated to supporting one another in the pursuit of excellence, using academic learning to bring about real change and growth in the world.

Our website contains further information about our history, people, work and values.

**Job Purpose**

The role is to provide administrative support to the Education Service team.

**Main Duties**

**Admissions** -
- Create records for graduate students on the College database and track decisions
- Monitor and upload finance information on the college database
- Prepare graduate offer letters and other correspondence
- Prepare post-interview offer letters and other correspondence
- Use college and university databases

**Student finance** -
- Monitor the student finance email and deal with documentation sent in, upload information on the college database
- Monitor and upload finance information on the college database
- Help resolve financial queries, liaising with SLC and other funding bodies
Scholarships -
- Monitor Scholarship email
- Process scholarships applications
- Set up information for allocation of scholarships

Tutorial -
- Maintain accurate and up-to-date records for current students on both the University’s and the College’s databases
- Store and record communications both electronically and on paper
- Deal with general enquiries by phone, email and in person. Deal with letter requests (bank, council tax, student status) and rail card applications
- Assist with yearly registration days
- Help with graduation ceremonies and completion lists (collating application forms, monitoring guest numbers and answering general email and telephone enquiries)
- Assist with PBI administration; scanning passports and visas, monitoring contact points as and when required

General -
- Provide cover for colleagues, especially during annual or sick leave. Other general office duties as directed by the Education Manager

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

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<th>Essential</th>
<th>Desirable</th>
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<td><strong>Education and Experience</strong></td>
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<tr>
<td>• A good standard of education to A-level or equivalent is essential</td>
<td>• Further education to degree level is desirable</td>
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<td>• Good IT skills, with strong knowledge of MS Office, Outlook, Internet Explorer</td>
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<td>• Experience of working with databases</td>
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<tr>
<th>Skills and Abilities</th>
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<td>• Excellent spoken communication skills, person-to-person and by phone</td>
<td>• At least 2 years’ relevant office experience, preferably in higher education context</td>
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<td>• Excellent written communication skills, by email and letter</td>
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- Excellent and professional phone manner and customer relations skills
- Methodical approach to work which is accurate in detail and efficient in time
- Ability to multi-task to a high standard
- Ability to prioritise, with a flexible attitude to own workload
- Ability to work independently on own initiative, as well as collaboratively
- Maintain accurate, up-to-date records using various IT systems
- Handle personal information sensitively and observe confidentiality
- Accept initial and later training as required
- Work under pressure

**General**
- A willingness to Co-ordinate annual leave with other office members
- A flexible attitude to work hours is required, including lunch hour cover during busy periods and occasional Saturday work
- All staff at Hughes Hall are expected to engage in continuing professional development, to comply with the data protection legislation and to comply with college’s Staff Handbook, Health & Safety Policy, and all relevant procedures

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**Screening Check Requirements**
We have a legal responsibility to ensure you are eligible to live and work in the UK. Further guidance on right to work checks for EU, EEA or Swiss citizens can be found at: [Right to work checks: employing EU, EEA and Swiss citizens - GOV.UK](https://www.gov.uk)
**Application Process**

To submit an application for this vacancy, please complete the job application form. All documentation should be emailed to hr@hughes.cam.ac.uk

The closing date is **Midday (GMT) on Monday, 27 September 2021.**

The College welcomes expressions of interest and applications from candidates from all communities and a diversity of backgrounds. You are also encouraged to complete the College’s Equality and Diversity Form which should be emailed to hr@hughes.cam.ac.uk.

Any information given will be processed for employment selection and statistical purposes. You will find all of the relevant Data protection Statements on our website at [https://www.hughes.cam.ac.uk/wp-content/uploads/2021/06/Hughes-Hall-Data-Protection-Policy1.pdf](https://www.hughes.cam.ac.uk/wp-content/uploads/2021/06/Hughes-Hall-Data-Protection-Policy1.pdf)

For an informal discussion about the post, please contact the Monica Kelly on education.manager@hughes.cam.ac.uk. If you have any questions about the application process, please contact the HR Manager on hr@hughes.cam.ac.uk.