Job Description

This is an exciting opportunity for an Education Team Administrator/Senior Tutor’s PA to join the Hughes Hall team.

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Education Team Administrator/Senior Tutor’s PA - Maternity Cover</th>
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<tbody>
<tr>
<td>Location</td>
<td>Hughes Hall, Cambridge CB1 2EW</td>
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<td>Reporting to</td>
<td>Head of Education Services</td>
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<tr>
<td>Contract Type</td>
<td>Fixed term, up to one year or up to the return of the post holder, whichever is earlier</td>
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<td>Probation Period</td>
<td>Six months</td>
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<td>Salary Range</td>
<td>£28,762 to £33,814 depending on experience</td>
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<tr>
<td>Hours of Work</td>
<td>Full Time (with occasional evening and weekend work for which time in lieu will be given)</td>
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<td>Annual Leave</td>
<td>Annual paid leave of 25 days plus public holidays. Adjusted pro rata for part time hours. Annual leave should normally be taken outside Full Term.</td>
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<tr>
<td>Pension Eligibility</td>
<td>The College offers membership of a contributory pension scheme with matched employer contributions up to 8%.</td>
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<tr>
<td>Mental Health Peer Support Programme</td>
<td>All staff members have access to the College’s Mental Health Peer Support Programme, supporting Mind’s Mentally Healthy Universities initiative</td>
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<tr>
<td>Additional Benefits</td>
<td>• Medicash healthcare plan (<a href="https://www.medicash.org/">https://www.medicash.org/</a>)</td>
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<td></td>
<td>• Free lunches on working days</td>
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<td></td>
<td>• Free Life Assurance cover</td>
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<td></td>
<td>• Enhanced sick pay</td>
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<td>• Cycle purchase scheme</td>
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<td>• Annual season ticket loan</td>
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<td>• Free on-site car parking (subject to availability)</td>
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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 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 various 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**

An opportunity has arisen for a full time, temporary cover of an experienced Administrator/PA to
provide administrative support to the Senior Tutor, including some organisation of College events.
Additionally the role will provide administrative support to the Education team, admissions and
tutorial, at various busy times of the year.

The post-holder will be educated to at least A level and have had a minimum of two years
administrative experience.

Candidates should be experienced in Microsoft Office and have excellent verbal and written
communication skills. Excellent organisational skills with a high level of accuracy and attention to detail
are a must, along with the ability to prioritise a diverse and changing workload.

The position will involve establishing effective working relationships with staff across the College.
Main Duties and responsibilities:
Senior Tutor’s PA tasks

- Provide administrative support to the Senior Tutor. Organise meetings, including room bookings, refreshments, and liaising with attendees and colleagues across the College and the University.
- Planning and scheduling events, handling correspondence and managing the Senior Tutor’s personal calendar.
- Preparation of Committee agendas, papers, minutes and reports, as necessary, on behalf of the Senior Tutor.
- Dealing promptly and professionally with correspondence and enquiries addressed to the office of the Senior Tutor.
- Organising student support meetings; scheduling meetings for students that involves coordinating diaries with Tutors, DOS’s/Supervisors/Departmental rep’s/college nurse, Head of Wellbeing & Welfare and the Disability Resources Centre advisors where needed.
- Confirming appointments, sending Outlook appointments & reminder emails and any other follow up needed.
- Compiling items for the Senior Tutors weekly Bulletin (term-time).
- Ad hoc Room bookings for Tutors
- Minute taking

Education Team Administrator tasks

- Assist the Undergraduate and Postgraduate administrators with processing of applications
- Process incoming documents and information related to applications, including downloading and storing of documents with attention to detail
- Deal with applicants queries in person, via email and telephone in a professional manner, striving to provide an excellent applicant experience
- Prepare templates for communications with applicants
- Use college and university databases
- Monitor and process finance information
- Assist the Tutorial administrator with students’ enquiries by phone, email and in person. Deal with letters requests (bank, council tax, student status) and rail card applications
- Assist with the yearly registration days
- Maintain accurate and up to date records for current students both on the University’s and College’s database
- Help with graduation ceremonies, collating applications forms, monitoring guests numbers and answering general email and telephone enquiries

Other Duties

- Maintain awareness of developments, and maintain up-to-date information relating to University processes and matters, so that enquiries can be answered or directed appropriately
- Provide cover for colleagues, especially during annual or sick leave
- Attend agreed training sessions as required
- Other general office duties as directed by the Head of Education Services

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
- A level or equivalent professional experience.
- Good IT skills, with strong knowledge of MS Office, Outlook, Internet Explorer
- Experience of working with databases

#### Skills and abilities
- Excellent spoken and written communication skills, by phone, email and letter
- Excellent 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
- Handle personal information sensitively and observe confidentiality
- Work under pressure

#### Personal Attributes
- Excellent time-management, ability to prioritize tasks and to motivate themselves and others to work to deadlines
- Excellent interpersonal skills
- Commitment to equality, diversity and inclusion
- Ability to manage difficult situations and communications with tact and sensitivity
- Ability to work effectively with senior academic staff, administrative staff, alumni.
- Willingness to work flexibly

### Desirable

#### Education and Experience
- Experience within the University of Cambridge or one of the Colleges.
- Experience organizing and planning complex activities over extended periods of time.

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.

### Screening Check Requirements

The College has a legal responsibility to ensure that all its employees have the legal right to live and work in the UK. Any offer of employment will be subject to the College verifying that you are eligible to work in the UK before you start work.

If you are invited to interview, you will be asked to bring original documents from List A or List B (below) and a copy will be taken; alternatively, if you hold a 'digital immigration status', your Share Code will be required to access this status online.

- **List A:** Documents/statuses which denote an unrestricted and unlimited right to work in the UK
- **List B:** Documents/statuses which denote a temporary and/or restricted right to
Application Process
To submit an application for this vacancy, please complete the job application form and include a covering letter outlining how you meet the job description and person specification.

You are also encouraged to complete the College’s Equality and Diversity Form. Hughes Hall values diversity and is committed to ensuring equality of opportunity. The College welcomes expressions of interest and applications from candidates from all communities and a diversity of backgrounds.

All documentation should be emailed to hr@hughes.cam.ac.uk.

The closing date for applications is 8th January 2023 at midday. Interviews will be held at Hughes Hall, Cambridge on 17th January 2023.

Data Protection
Any information given will be processed for employment selection and statistical purposes. To understand how your personal data will be processed during the application process, please see the Data Protection Statement for Job Applicants.

For an informal discussion about the post, please contact Monica Kelly at 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.