
BLAVATNIK SCHOOL OF GOVERNMENT

Job title	Admissions Assistant
Division	Social Sciences
Department	Blavatnik School of Government
Location	Radcliffe Observatory Quarter, Woodstock Road, Oxford, OX2 6GG
Grade and salary	Grade 4: £22,417 - £25,941 (with discretionary range to £28,331) per annum
Hours	Full time (36.5 hours)
Contract type	Permanent
Reporting to	Admissions Officer
Vacancy reference	146702
Additional information	The deadline for applications is 12.00 noon on Monday, 13 July 2020.

The role

Are you interested in assisting the Blavatnik School of Government in recruiting, selecting and supporting outstanding new students who are committed to making a positive difference to the world through public policy? Are you an excellent communicator with highly developed organisational and IT abilities? If so, we want to hear from you.

Each year, the School recruits an incredibly diverse group of around 120 students to its Master of Public Policy programme, and around five exceptionally talented students to its DPhil in Public Policy. These students, who come from all around the world, are all incredibly smart, committed to public service, and people who are existing or emergent leaders in their fields. This is an exciting opportunity to contribute to our admissions process and help the School further develop its aim to have the most effective and robust admissions system in the world.

The Admissions Assistant role is a key one for ensuring all applicants have a positive experience of applying to the School, and that all incoming students are appropriately supported in the months ahead of arriving at the School. The post-holder must display



excellent customer service skills; sound judgement; robustness in interpreting and relaying policies to students; and tact and authority in dealing with relevant staff, University and college officers. Many of the tasks will be time sensitive and the Admissions Assistant must have the skills to manage deadlines in a role where interruptions are likely to be frequent and unpredictable. Adaptability, strong IT skills, excellent attention to detail, and outstanding communication skills are required for this post.

The Admissions Assistant will be line managed by the School's Admissions Officer, and will be part of the Admissions Team, which includes two members of faculty, the Tutor for Admissions and the Senior Admissions Advisor.

This job description reflects the anticipated core activities of the role. This is a new School and as the role develops there will inevitably be some changes in the emphasis of duties. It is expected that the post-holder will recognise this and adopt a flexible approach to work and be willing to participate in training and reorganisation of duties.

Responsibilities

The annual admissions cycle incorporates three specific areas of activities: student recruitment, student selection, and student conversion. The Admissions Assistant will work closely with the Admissions Officer to support the administrative functions relating to all three areas.

General Tasks:

- Act as an initial point of contact for potential applicants, responding efficiently and politely to in-person, telephone and email enquiries, seeking advice or forwarding them to other members of the Admissions and Programmes teams to answer, as appropriate.
- Record data accurately throughout the process, from applicants/offer holders, in Excel. Ensuring appropriate spreadsheet systems are accurate and up to date – and, where required, replicating existing spreadsheets on an annual cycle.
- In collaboration with the Admissions Officer and the Communications team, ensure the Admissions webpages on the School website are kept fully updated;
- Track student/alumni connections made through the Admissions process;
- Work with the Admissions Officer to review admissions tasks and timeframes regularly to ensure the workload is on track.

Assessment Process:

- Process graduate applications by recording data from each application received, and tracking the process of each application received using Excel and taking steps to resolve any obstacles. Send emails to applicants confirming receipt, thanking them for application and following up to make sure applications are completed. Print and file each application.
- Assist the Admissions Officer with all administrative tasks related to the academic assessment process of each application including disseminating applications to assessors, recording scores, coordinating interviews and arranging internal meetings.

Conversion Process:

- Generate student outcome letters and assist in the production and distribution of supplementary information for candidates offered a place.
- Work with the Admissions Officer to generate student funding letters.
- Process student Tier 4 visa applications with the UK Border Agency in line with relevant regulations, seeking advice from the University's Student Immigration team where appropriate.
- Monitor the payment (and, where appropriate, refund) of fee deposits, providing reports, highlighting and helping to resolve any difficulties and producing letters for colleges;
- Update student records on the University student administration system and ensure data is maintained accurately (training available) and help in the translation of data from this system to the School's contact management system;
- Monitor the progression of offer holders from conditional to unconditional. When ready, send out unconditional offer letters and student contracts, recording on the University database;
- Work with the Admissions Officer to ensure all pre-arrival information and data is collected and collated from new students by the necessary deadlines, and draft pre-arrival communications for students (pre-arrival newsletters, pre-arrival guides) in collaboration with the Admissions Officer;
- Assist the Admissions Officer in ensuring offer holders have met their academic conditions. This involves communication with offer holders (reminders, emails), tracking progress, validating transcripts and English language test results;
- Monitor the Facebook groups for MPP and DPhil offer holders, ensuring all offer holders are invited to join, and those who have withdrawn/deferred have been politely removed from the group.

Selection criteria

Essential selection criteria

- Relevant work experience, ideally in a student focused or customer service environment.
- A systematic, thorough, and well-organised approach to work, with evidence of the ability to work to deadlines.
- The ability to know when to use initiative and when to seek advice.
- High levels of accuracy and attention to detail when inputting data and providing information.
- Excellent IT skills including experience in the use of the Microsoft Office Suite, Outlook, Word and particularly Excel.
- A good knowledge of more advanced Excel spreadsheet techniques including Vlookups, Excel formulae and Pivot Tables (or the ability to learn).
- Excellent communication skills in both written and spoken English.
- Good numeracy skills, including confidence in dealing with financial data.
- A flexible can-do approach, self-motivation, and resilience with evidence of the ability to adapt to the changing needs and priorities in the team and across the School.
- Demonstrable experience of good team working skills.

- Demonstrable ability to employ tact, discretion, and initiative in dealing with a diverse range of students, academic staff and other members of the collegiate University.
- An ability and willingness to learn, including the ability to learn new IT systems and use them with confidence.

Desirable selection criteria

- An understanding of aspects of Higher Education such as different types of Higher Education qualifications and the format of an academic year.

Pre-employment screening

All offers of employment are made subject to standard pre-employment screening, as applicable to the post.

If you are offered the post, you will be asked to provide proof of your right-to-work, your identity, and we will contact the referees you have nominated. You will also be asked to complete a health declaration (so that you can tell us about any health conditions or disabilities so that we can discuss appropriate adjustments with you), and a declaration of any unspent criminal convictions.

We advise all applicants to read the candidate notes on the University's pre-employment screening procedures, found at:

www.ox.ac.uk/about/jobs/preemploymentscreening/.

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities. Income from external research contracts in 2016/17 exceeded £564m and we rank first in the UK for university spin-outs, with more than 130 companies created to date. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

The Blavatnik School of Government

Our vision is of a world better led, a world better served and a world better governed. We are a global school committed to improving the quality of government and public policymaking worldwide, through three routes: teaching current and future leaders; applied research; and engagement with government and practitioners.

The School was founded in 2010. We accept around 120 MPP (Master of Public Policy) students and five doctoral students a year.

The Blavatnik School of Government holds a bronze Athena Swan award to recognise advancement of gender equality: representation, progression and success for all.

For more information please visit: www.bsg.ox.ac.uk.

How to apply

Before submitting an application, you may find it helpful to read the 'Tips on applying for a job at the University of Oxford' document, at www.ox.ac.uk/about/jobs/supportandtechnical/.

If you would like to apply, click on the **Apply Now** button on the 'Job Details' page and follow the on-screen instructions to register as a new user or log-in if you have applied previously. Please provide details of two referees and indicate whether we can contact them now.

You will also be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

Should you experience any difficulties using the online application system, please email recruitment.support@admin.ox.ac.uk. Further help and support is available from <https://hrsystems.admin.ox.ac.uk/recruitment-support>. To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at:

www.admin.ox.ac.uk/councilsec/compliance/gdpr/privacynotices/job/. The University's Policy on Data Protection is available at: www.admin.ox.ac.uk/councilsec/compliance/gdpr/universitypolicyondataprotection/.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at **grade 8 and above**. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at **grades 1–7** have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of Opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>
There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to My Family Care, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

Childcare

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.
For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/home>

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disabled-staff>

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.