

Job description and selection criteria

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| Job title | Programmes Assistant (Education Programmes) |
| Division | Social Science Division |
| Department | Blavatnik School of Government |
| Location | Radcliffe Observatory Quarter, Woodstock Road, Oxford, OX2 6GG |
| Grade and salary | Grade 4: £22,417 - £25,941 per annum (with a discretionary range of £28,331) |
| Hours | Full time |
| Contract type | Fixed term until 31 August 2021 |
| Reporting to | Degree Programmes Manager |
| Vacancy reference | 146977 |
| Closing date | 12 noon GMT, Friday 7 August 2020 <i>Interviews will be held virtually on 13 August 2020</i> |

Our mission

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 teaching current and future leaders, research with impact and engagement with practitioners.

The role

We are looking for an organised and conscientious Programmes Assistant to play a crucial part in our teaching as we welcome our 2020/21 MPP students. This is a new role for the School, as we respond to and embrace the challenges of new modes of teaching and look to enhance our students' experience of the School's MPP and DPhil programmes – as well as within executive education and other online courses.

The Programmes Assistant will be a member of the Programmes Team, which provides administrative support to the delivery of the School's graduate degree programmes. We are looking for someone who is organised and focused, and who will deliver excellent customer service at all times.



Your responsibilities will include supporting the virtual in-person, immersive learning experience which the School has been developing since the start of the COVID-19 pandemic and administration to support the delivery of hybrid (online and in-person) teaching and maintaining the excellence of our teaching programmes through a challenging period.

Supporting virtual in-person teaching for the MPP is likely to involve: liaising with faculty in preparation for teaching sessions; attending teaching sessions virtually to support both students and faculty, arriving early to set sessions up and be on hand for any trouble-shooting; being present throughout teaching sessions to help manage the logistics of classroom discussion and ensure classroom norms are upheld; resolving technical problems that arise (with reference to ICT colleagues when necessary). You will need to use your initiative and judgement to ensure each teaching session is a positive, well-run experience for all involved. You will also create and run a rota of online learning facilitation staff to attend teaching sessions, particularly when multiple sessions run simultaneously or in close succession and you will work closely with these staff. At times you may be required to carry out these duties for executive education and other online programmes.

Hybrid teaching, and the need for flexibility in our usual operating model means that additional support will be required to deliver the MPP, and other education programmes, to the high standards we expect. You will therefore work closely with the Programmes team, and other teams across the School, on a range of duties such as: course preparation and delivery, data input and simple analysis, faculty and student support requirements (when needed).

This job description reflects the anticipated core activities of the role. The School is a dynamic, growing School and there will inevitably be some changes in the emphasis of duties over the year. It is expected that the post holder will recognise this and adapt a flexible approach to work and be willing to participate in training and reorganisation of duties. As a member of the Programmes team, the Programmes Assistant will be required to support colleagues at peak times with all aspects of delivery of the wider degree programmes. You will be closely supported in all aspects of the role by the Degree Programmes Manager.

Responsibilities

- Support MPP teaching sessions that involve virtual in-person delivery and actively monitor the sessions. This may also include DPhil seminars and executive education and other online programmes.
- Work with other members of the Programmes team, other teams in the School and faculty to prepare for hybrid teaching sessions.
- Arrive in sessions (virtually and in-person) ahead of the class start time, to ensure faculty are ready to deliver the session, students are registered and admitted to the class and any teething problems, including IT issues, are resolved.
- Maintain focus to ensure that the entire teaching session is a positive, engaging and well-run experience for all involved.
- Work with the Degree Programmes Manager and MPP Co-Directors – and with the Executive Education Manager for the School's short courses – to ensure that classroom norms are kept up to date, are circulated to all those involved in

teaching and learning, and are upheld in sessions, taking appropriate action where these are not adhered to.

- Create and run a rota of online learning facilitation staff to be present for teaching sessions, working closely with them to prepare for teaching sessions.
- Undertake tasks to support hybrid teaching for the MPP and the delivery of executive education and other online programmes, such as course preparation and delivery, data input and analysis, and faculty and student support requirements, working closely with relevant colleagues.

Other

- Any other duties commensurate with the post and grade, as requested by the Degree Programmes Manager.

All Programme Assistants are expected to:

- Provide cover for other support staff over lunch breaks and other absences.
- Assist with external events as required.
- Undertake general administrative tasks such as filing and photocopying.

Selection criteria

Applications will be judged only against the criteria that are set out below. *Applicants should ensure that their application shows very clearly how their skills and experience meet these criteria.*

Essential

- Excellent customer service skills and the ability to adopt a personable and diplomatic approach, using tact, discretion, and initiative when dealing with a diverse range of people, including students, visitors (including very senior visitors), academic staff and other members of the collegiate University.
- A calm, reassuring manner and the resilience and quick-thinking to deal with problems that arise in a professional way.
- The ability to work well with a range of colleagues, with a flexible can-do approach. You will be self-motivated and willing to adapt to the changing needs and priorities in the team and across the School, particularly during a time of uncertainty and change. A flexible approach to working hours will be required as post-holders may be asked to work outside normal office hours on occasion in connection with School events and/or to support the different time zones of students.
- Strong IT skills and evidence of the application of these in a professional context, including experience of Microsoft Outlook, Word and Teams, and other video conferencing platforms, with the flexibility to adapt to and become a confident user of other systems and databases where necessary.
- Excellent communication skills in both written and spoken English.
- A systematic, thorough, and well-organised approach to work with the ability to prioritise work and work to deadlines.

- Excellent focus and the ability to maintain enthusiasm and commitment, which will be required for teaching sessions.
- High levels of accuracy and attention to detail when inputting data and providing information.
- The demonstrated ability to know when to use initiative and when to seek advice.

Desirable

- Commitment to the mission and purpose of the Blavatnik School of Government.
- An understanding of aspects of Higher Education such as the different types of Higher Education qualifications and the format of an academic year.

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

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

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 departments.

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 [www.ox.ac.uk/about the university/jobs/support/](http://www.ox.ac.uk/about_the_university/jobs/support/). To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will be notified of the progress of your application by automatic emails from our e-recruitment system. **Please check your spam/junk mail** regularly to ensure that you receive all emails.

Important information for candidates

Pre-employment screening

Please note that the appointment of the successful candidate will be subject to standard pre-employment screening, as applicable to the post. This will include right-to-work, proof of identity and references. 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/.

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. From 1 October 2017, 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: www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/.

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures: www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/.

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

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club provides 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 www.sport.ox.ac.uk/oxford-university-sports-facilities.

Information for international staff

The University offers support and advice to international staff, including a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See www.admin.ox.ac.uk/personnel/permits/reimburse&loanscheme/.

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 www.welcome.ox.ac.uk.

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 to settle into Oxford and to provide them with an opportunity to meet people in the area. See www.newcomers.ox.ac.uk.

Childcare

The University has excellent childcare services with 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 www.admin.ox.ac.uk/childcare.

Family-friendly benefits

The University subscribes to My Family Care service through which staff are eligible to register for emergency back-up childcare and adultcare services, a 'speak to an expert' advice service and a wide range of guides and webinars through a website called the Work+Family space.

See: www.admin.ox.ac.uk/personnel/staffinfo/benefits/family/mfc/.

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 www.admin.ox.ac.uk/eop/disab/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 www.admin.ox.ac.uk/eop/inpractice/networks/.

Additional benefits

Staff can enjoy a range of other benefits and discounts, including free entry to the Botanic Gardens and University colleges, and discounts at University museums.

See www.admin.ox.ac.uk/personnel/staffinfo/benefits