TRINITY COLLEGE CAMBRIDGE

Further Particulars for the role of

Head of Academic & Educational Services

November 2023

JOB DESCRIPTION

Job Title: Head of Academic and Educational Services

Reports to: Senior Tutor

Responsible for: A team of four staff

PURPOSE OF ROLE:

The Head of Academic Services (HAS) reports to the Senior Tutor who has, subject to the approval of College Council, overall responsibility for academic strategy, academic and educational policy and for the academic progress of Trinity's undergraduate students.

The HAS takes operational responsibility for the development, implementation and review of the College's educational policies and academic administrative functions, ensuring a high-quality experience for both students and the teaching staff by establishing efficient systems and appropriate co-ordination of activity across all relevant areas. This involves in-depth business and data analysis of current systems and identifying and implementing improvements and new approaches. The HAS is responsible for ensuring that undergraduate students have access to a high-quality teaching and learning environment, and establishing a culture that encourages all students to take advantage of the College's Academic, Personal, and Professional Development programme aimed at equipping students with skills and strategies that will enable them to make the most of the period of study and thrive in their lives beyond University.

KEY ACCOUNTABILITIES

Staff Management

The Head of Academic Services line manages four key members of staff whose individual roles support the College's educational objectives in differing ways. The HAS is expected to understand the context and evolving needs of each role to ensure that work is effectively delegated to them and resourced. These four areas cover:

1. Undergraduate Admissions (overseen by the Director of Admissions)
2. Teaching/Supervision Administration
3. Academic, Personal, and Professional Development (APPD)
4. Student Experience & APPD support

Management duties include:

- Managing the day-to-day workload of staff (to a greater or lesser degree depending on the specific role), including setting and monitoring individual and team objectives and monitoring requests for leave and staff absence to ensure appropriate cover / continuity of service.

- Communicating and implementing overall College policies / strategy (includes ensuring that the College's statutory data protection and H&S measures are monitored and consistently applied).

- Appropriate induction of new staff and training and development for all staff to promote staff wellbeing and enhance effectiveness in the workplace.

- Oversight of staff appointments and preparation of business cases for any new or revised roles.

The HAS works closely with the Head of Tutorial Services who has operational oversight of the College's tutorial and welfare provision as well as responsibility for student records and awards management. They work together on initiatives and tasks where there are overlapping responsibilities (e.g. examination administration, student communications) or where there is a need for a cross-departmental response (e.g. Departmental Risk Assessment, Risk Register, Annual Budget).

Teaching Staff HR

1. Manage, develop and administer the College's policies and procedures in respect of teaching staff from the point of recruitment to retirement. This includes preparing papers and data for consideration by the Education Committee and the College Council.

2. Develop efficient systems for monitoring academic staff appointments, appraisal and reappointment, referring cases to the Education Committee as appropriate, and ensuring that outcomes are appropriately recorded and communicated.

3. Establish a review schedule to keep track of policies associated with the appointment and reappointment of teaching staff, making sure that they are up to date and compliant.

4. Maintain an efficient system to ensure that sabbatical leave is administered fairly and consistently in accordance with College policy.

5. Track College Lecturer/Senior Lecturer stints, steps and stipends for the purposes of payment and for termly reporting to the Education Committee and Council on teaching hours.

6. Prepare detailed quarterly payment summaries to check against the calculations prepared by the Supervisions Administrator for the Bursary, ensuring that College Lecturers and Temporary Lecturers are receiving the correct stipend (payments are adjusted according to the number of hours taught in any term). Ensure that any additional payments are correctly applied (e.g. for direction of studies, tutoring, admissions) and that the information passed through to the Bursary is rigorously checked.

7. Oversight and sign-off on all quarterly payments passed through to the Bursary in respect of external supervisors for supervisions and certain non-supervision payments associated with teaching and learning.

8. Oversee the drafting of all appointment, reappointment and retirement letters, and any other relevant correspondence for the Senior Tutor's sign-off.

9. Develop and maintain data management systems that enable quick and easy access to statistical information for management reporting.

10. Establish and maintain robust record-keeping systems and procedures for document management, including the secure sharing of relevant documentation (e.g. appointment letters) with individual employees and those on contracts for services.

11. Develop and maintain an up-to-date retention schedule for personnel files that is in line with College and University practices and statutory requirements, and is GDPR compliant.

12. Monitor applications for university promotion and assist the Senior Tutor in drafting references for the relevant Promotions Committees.

13. Routinely track and report on the status of CTOs whose appointment falls under the College's promotion scheme for College Teaching Officers.

14. Ensure compliance with University systems. This involves keeping up to date with changing regulations (e.g. the university's protocol for the College appointment of UTOs).

Teaching Office

Oversee the work of the Teaching Office to ensure that the College provides comprehensive administrative support to all members of the teaching staff including College Lecturers/Senior Lectures, External Directors of Studies, College Lectors, Postdoctoral Teaching Assistants and external supervisors. The HAS is responsible for ensuring that the following activities are managed efficiently and effectively, delegating relevant tasks to the Supervisions Administrator.

1. Ensure that student records on CamSIS and CamCORS are accurately and systematically updated to allow Directors of Studies and supervisors to access and/or enter appropriate information according to their roles and responsibilities.

2. In collaboration with HR and the Bursary, manage the contracts and Right to Work checks for Trinity's international postgraduate students supervising for the College or other Colleges and/or carrying out other work that is controlled by the College.

3. Provide year-round assistance to Directors of Studies, including help if needed with arrangements for start-of-term meetings. In the case of certain larger subjects, notably Natural Sciences, there is a requirement for additional administrative support throughout the year.

4. Manage the termly processing of supervision reports which involves:

    a. maintaining records and settings on CamCORS;
    b. checking for consistency and accuracy in reporting;
    c. liaising with DoS over the approval of reports;
    d. flagging up with Tutors and DoS reports that raise concerns;
    e. checking that College Lecturers have accurately reported their hours;
    f. checking that supervisors have entered their correct personal and payment details appropriate to their category/status;
    g. managing the full range of workflows on PPS (Payment Preparation System for Supervision and Academic Related Payments) to ensure that information is processed promptly and efficiently in preparation for the Bursary to action payment;
    h. processing claims for non-supervision work (e.g. invigilation) efficiently and in line with College protocols.

5. In liaison with the Fellows' Office, who provide general information to all new Fellows, ensure that all new members of the teaching staff receive appropriate induction materials, including information about arrangements for payment.

6. Manage supervision room bookings.

7. Liaise with departmental teaching offices, e.g. to provide DoS lists or to assist with specific subject-related processes (NST Part II allocations, Part IA practical registration).

8. Student Feedback: review and implement new processes for disseminating the termly teaching & learning questionnaire and for processing and sharing the results. Explore alternative approaches for gathering student feedback, such as focus groups.

9. Scholarships & Prizes: provide data to and liaise with teaching staff in preparation for the annual meeting of the Scholarship Electors.

10. Academic Review: collate annual reports from teaching staff in each subject area with the aim of evaluating student performance in context, identifying areas of good practice and those where further support may be needed.

Academic-related support

1. Trinity's **Academic, Personal, and Professional Development (APPD) programme** offers a range of activities and resources which support the academic transition of students to study at degree level, equipping them with skills and strategies to enable them to thrive academically and to support their personal, social and professional development in preparation for their lives beyond Trinity College. The programme also supports the training and development of College post-graduate and post-doctoral supervisors.

   The programme is led by a Head of APPD who is responsible for the development, organisation and delivery of the programme.

   The HAS has general oversight of the programme and is expected to:

   - work closely with the Head of APPD to establish an evaluation model for measuring the success of the programme;
   - explore new opportunities for further development of the programme;
   - ensure that the programme is adequately resourced.

2. The role of Trinity's **Student Experience Officer (SEO)** is to develop, coordinate and promote a range of extra-curricular activities that support and enhance student engagement across the College, from pre-admission through to graduation and beyond, by helping to deliver a service that makes a positive and measurable contribution to the overall experience of students and young alumni.

   After a successful pilot in 2022-23 the role has been extended for a further year and is established as an early career post for a recent graduate. The SEO works closely with, and supports the work of, the Head of APPD.

   The HAS has general oversight of the programme and is expected to:

   - provide appropriate training and development opportunities for the SEO;
   - meet routinely with the SEO to discuss the programme of activities, monitor workload and ensure that appropriate resources are in place;
   - explore new opportunities for further development of the programme, e.g. through Trinity Engage (student volunteering);
   - work with the SEO to develop and implement new ways to channel the student voice, and improve student communications.

3. **Induction events for new students**

   The APPD programme supports all students throughout their time at Trinity but the programme for the induction of new undergraduate students is a well-established online programme that runs in September and into the start of Michaelmas Term. With a focus on preparing students for the academic transition between school and university, the HAS, in close collaboration with the Head of APPD and the SEO, is responsible for:

   - appointing a student summer intern to assist with programme;
   - organising a schedule of events and recruiting volunteers (staff, fellows and students) to participate;
   - ensuring that the events are appropriately set up using digital technology;
   - encouraging maximum engagement at the events;
   - analysing feedback.

Data Management, Business Analysis & Reporting

1. Maintain a secure database for logging all teaching staff appointments and monitoring stipendiary-related information (stints and steps), leave entitlement, key dates (e.g. appraisal) and other relevant data that can be used for day-to-day management of records as well as for reporting purposes.

2. Review business processes associated with HAS's areas of responsibility including:

    a. payments to teaching staff;

    b. analysis of teaching load (by subject cohorts and individuals);

    c. exploring alternative solutions, assess feasibility and recommend new approaches.

3. Investigate the College's overall data and reporting requirements in respect of undergraduate students' academic progress from admission through to graduation and identify other measures of student achievement.

4. Develop and maintain systems to analyse undergraduate examination results, using data collated internally as well alongside information available via the University's Tableau server.

5. Prepare a number of reports and data tables for discussion by relevant Committees and/or Council. These include:

    a. Preparation of examination data for Annual Scholarship Election meeting

    b. Senior Tutor's Annual Report on Examinations

    c. Termly and annual reporting on 'prescribed hours' by the teaching staff

    d. Termly and annual analysis of supervision data from CamCORS

    e. Annual Report of the Education Standing Committee

    f. Tuition Fund Report for the Annual Accounts meeting

    g. Annual Report of the Bursaries Review Committee (in liaison with the HTS)

Communications

1. Develop a maintain an easily accessible and comprehensive Sharepoint site that provides members of the teaching staff with a repository of useful information.

2. In collaboration with the HTS, who has overall responsibility for maintaining the Student websites, research, write, edit and manage relevant areas of content on the Student Hub and the Freshers' website.

PERSON SPECIFICATION

Criteria	Description
Experience	- Management experience with an ability to lead and motivate staff. - Experience of contribution to the strategic direction of an organisation. - Experience of working in an educational setting and working with a range of databases. - Experience of developing reporting at an organisational level to suit a range of audiences. - Comprehensive knowledge and understanding of the UK Higher Education environment, and in particular the intercollegiate University of Cambridge. - Knowledge of statutory and regulatory requirements that impact on HE. - Knowledge of Data Protection legislation.
Skills	- Business professional with experience of operating in complex environments. - Proficient in the use of Microsoft Office applications, email and the internet. - Ability to source, use and implement analysis and reporting tools. - Strong communicator able to develop effective working relationships swiftly, engendering collaborative approaches and encouraging buy-in. - Ability to think creatively and strategically on behalf of the department and for College, using well-developed negotiating and influencing skills. - Ability to show initiative to write and present complex information persuasively for review by College Committees and senior colleagues. - Ability to write in a student-centric format for the website and in other forms of communication. - Change management skills to support the implementation of new business processes. - Ability to manage and lead projects proactively and efficiently. - A willingness to be flexible and proactive.
Qualifications	A degree, or equivalent educational experience/background.
Additional requirements	Standard office hours apply but flexibility is required where activities fall at different times due to the nature of the job and the services provided.

EMPLOYMENT DETAILS

Rate of Pay: £59,826 per annum.

Hours: As a senior post holder, the nominal hours of work will be 36.25 per week, Monday to Friday but you are expected to work such hours and days as are reasonably necessary for the proper performance of your duties.

Probationary Period: Nine months.

Holiday: 25 working days per annum plus 8 public holidays.

Meals: Free lunch is provided for staff whose duties cover this period when working in College.

Pension scheme: A pension scheme, which complies with the requirements of the Occupational and Personal Pension Schemes Regulations for auto-enrolment, will be available after three month's service. All staff will become members unless they choose to opt out.

Private Health Care: The College provides free health care currently through membership of BUPA. Membership of a dental care scheme is also available. Staff are able to join the schemes after successful completion of their probationary period, subject to certain limitations. This is a taxable benefit.

Gym: Membership of the College gym is available for a modest fee. Inductions are compulsory.

Sports & Social Club: The Trinity College Staff Sports and Social Club, run by a committee of staff, offer regular outings to places of interest, and organises functions including a Christmas event.

Cycle to work Scheme: A tax-free benefit allowing you to spread the cost of a new bike, including either a pedal bike or an e-bike, and equipment for it, over 12 months, maximum limits apply after successful completion of their probationary period, subject to certain limitations.

Employee Assistance Programme: To support staff emotional and physical wellness, we provide free access to an employee assistance scheme, available 24/7.

Childcare: Access to a workplace nursery, subject to places being available.

Access to College: The College is unable to provide parking on site to all staff.. Access to and parking in the City Centre is becoming increasingly difficult. The City Council has provided several Park and Ride sites around the city outskirts, with regular bus services. Many members of staff cycle to work and the College may be able to provide covered cycle parking.

College Punts: Use of College punts at a subsidised rate.