

JOB DESCRIPTION

Job Title:	Tutorial Administrator
Department:	Tutorial
Reports to:	Head of Tutorial Services

Purpose of role: To provide high level administrative support to the Tutors for Sides B & E, ensuring that tutorial systems are appropriately and efficiently maintained and that students receive outstanding support. To oversee the organisation of in College examinations.

Key accountabilities

- To deliver a proactive high standard of secretarial and administrative support to the Tutors for Sides B & E. This ranges from managing day-to-day routine communications to providing advice on more complex queries. *[Sides are comprised of both new undergraduate students, and students who return for postgraduate studies.]*
- To provide a first point of contact for students seeking advice on health, welfare, financial and other College or University related matters (some of which may be complex and sensitive), giving appropriate advice and support, and knowing when to escalate a query or concern to a Tutor, the Head of Tutorial Services, Deputy Senior Tutor, Mental Health & Wellbeing Advisor, Nurse, Emoluments (Financial) Secretary, or others within College or the University, depending on the nature of the query. Assist with applications to the University for continuation, intermission, leave to work away etc. Assist with applications for examination allowances and coursework extensions.
- Liaising with Tutorial colleagues and Directors of Studies, oversee the examination enrolment and verification process, ensuring students and academic members of staff meet the deadlines and any corrections are actioned promptly.
- Working closely with Tutorial colleagues and the Head of Tutorial Services, oversee the arrangements for students sitting College exams; either their Lent Term mock exams, or those scheduled as part of the University examination calendar. This includes the booking of examination rooms, the appointment of invigilators, the creation of timetables and rotas and the co-ordination of the collection and return of exam scripts to the Exams Office.
- To assist the Head of Tutorial Services with the collation of paperwork for key College Committees, such as the Emoluments Committee and Dean's Committee; to work closely with Tutors and Directors of Studies to gather supporting statements and ensure all the relevant paperwork is collated in a timely manner. To process actions following each committee as relevant for each student.
- To draft letters on behalf of Tutors in support of students applying to various College and University Committees, example student funding (hardship, travel, fieldwork). This involves meticulous and careful triaging of information from a range of sources.
- To manage all Tutor appointments ensuring that Tutors are appropriately briefed with relevant financial, course-related feedback or other material. Attendance may, on occasion, be required at individual meetings for minute taking.
- Working together with the Head of Tutorial Services, ensure a smooth induction period for new students, making sure that all relevant documentation is in place and organising various events. This includes a group welcome meeting and individual start-of-term Tutor meetings. Review the content of the student intranet annually and assist with updating information for each new intake.

- To ensure that records and files for all new students are up-to-date at the point of matriculation, and thereafter properly maintained and appropriately archived in accordance with GDPR and the Tutorial data retention schedule. To help manage records of studentships and funding held by current students, in collaboration with the Postgraduate Funding Administrator, the Alumni and Development Office and the Bursary.
- To manage and process applications from students for various College held funds, such as the Rouse Ball Research Fund and the Dunlevie Fund. To add relevant information and check eligibility prior to Tutor review, and process payment requests for approved expenditure. To request and file required documentation (e.g. receipts). To manage requests for payments from designated Tutor funds used to make discretionary, sometimes emergency, grants and loans to students in need.
- To receive Student Support Documents from the Accessibility and Disability Resource Centre and help ensure reasonable adjustments are implemented, in co-ordination with the College Disability Liaison Officer.
- To liaise effectively with colleagues within the department and elsewhere in College (such as Accommodation and Members' Accounts), as well as various University Faculties, departments and the central Registry, occasionally acting as the intermediary between students and other members of staff.

The College reserves the right to make any reasonable changes to the duties and requirements in the job description which may be necessary to meet the changing needs of the job or to reflect the latest technology or best practice.

PERSON SPECIFICATION

Criteria	Essential	Desirable
1. Experience Experience of working in a customer facing or customer focussed environment. Experience of working within a higher education environment. Experience of working within the University of Cambridge. Experience of finance or funding.	X 	 X X X
2. Knowledge Experience of working with Microsoft Office, in particular, a high level of Excel required. Experience of handling databases and maintaining and manipulating data. Experience of working with Microsoft 365, including SharePoint and Forms.	X X 	 X
3. Skills and abilities Excellent organisational and administrative skills. Excellent attention to detail. The ability to work to deadlines, self-motivation. An excellent command of written and spoken English. Ability to arrange and service meetings including minute taking. Ability to develop office systems. Ability to respond to complex queries with sensitivity and professionalism.	X X X X 	 X X X
4. Attitudes and disposition A flexible and positive attitude and the ability to work as part of a team. A helpful and friendly approach when working with a wide range of people. Reliability, trustworthiness and the ability to maintain confidentiality.	X X X	

EMPLOYMENT DETAILS

Rate of Pay:	£37,489 per annum.
Hours:	36.25 hours per week.
Location:	The role is based in College (not hybrid).
Holiday:	25 working days plus 8 public holidays.
Probationary period:	6 months.
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:	Membership of a free health care and a dental care scheme are available. Staff are able to join the schemes after successful completion of their probationary period, subject to eligibility.
Employee Assistance	The Employee Assistance Programme is a free and confidential telephone and web based information and support service providing staff with access to caring and professional consultants and counsellors.
Cycle to work Scheme	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.
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 who organise events and outings.
Access to College:	The College is unable to provide parking on site for its entire 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. A number of members of staff cycle to work, and the College may be able to provide covered cycle parking.
Childcare:	Access to a workplace nursery, subject to places being available.
College Punts:	Use of College punts at a subsidised rate.