TRINITY COLLEGE CAMBRIDGE

Further Particulars for the role of

Head of Tutorial Services

July 2023

JOB DESCRIPTION

Job Title: Head of Tutorial Services

Reports to: Deputy Senior Tutor

Responsible for: A team of six Tutorial and Postgraduate Administrators

PURPOSE OF ROLE:

The Head of Tutorial Services (HTS) takes operational responsibility for the efficient delivery of student-facing administrative processes, sets the strategy, direction and impetus for future developments and initiatives, and provides a key interface between the College, the University Registry and external bodies.

KEY ACCOUNTABILITIES

Staff Management

- Managing the day-to-day workload of staff (a team of three Tutorial Administrators and three members of staff in the Graduate Office), including setting and monitoring individual and team objectives and monitoring requests for leave and staff absence to ensure continuity of service.

- Responsible for establishing consistency across all tutorial sides in the delivery of high-quality support to both students and tutors, and in the application of various procedures and processes (e.g. drafting of letters, applications to university bodies, document management processes and student communications).

- Communicating and implementing overall College policies / strategy (includes ensuring that the College's statutory data protection and health and safety 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 HST works closely both with the Deputy Senior Tutor (DST), who is responsible for coordinating the College's wellbeing and mental health provision and the Head of Academic Services (HAS), who oversees the strategic and operational management of the College's academic provision. They work together on initiatives and tasks where there is a need for cross-departmental response (e.g. Departmental Risk Assessment, Risk Register, Annual Budget).

As well as the day-to-day tasks associated with supporting students and tutors, responsibility for certain specific functions are delegated to individual members of the team. The Head of Tutorial Services is expected to understand in detail the processes involved in these key areas to ensure that they are effectively delegated and implemented, and to provide leadership and hands-on support at relevant periods of the academic year. This includes:

- Graduate Admissions and Graduate Studentships

- Examination administration and ensuring appropriate measures are in place for students with exam access arrangements

- Graduations

- Student visa compliance and other support to international students

Student Records and Data Management

- Lead on, develop and monitor a range of key processes required to ensure that (c.1,150) student records held on the University's central record database are kept scrupulously up-to-date and accurate and that this information is applied consistently and appropriately across internal College systems to allow other departments (e.g. accommodation) to manage their processes efficiently.

- Develop efficient systems for tracking and monitoring individual cohorts of students, across tutorial sides, and data management systems that enable quick and easy access to statistical information for management reporting.

- Establish and maintain robust record-keeping systems and procedures for document management. This includes oversight of the College's digital student records filing system ensuring that consistent practices are applied across all tutorial sides from point of entry to the point of archiving and deletion. This involves maintaining an up-to-date retention schedule that is in line with College and University practices and statutory requirements.

- Ensure compliance with GDPR and College protocols across all systems. This involves keeping up to date with changing regulations and ensuring that members of staff have received appropriate training and are applying appropriate measures.

- Track and respond appropriately to FOI or Subject Access Requests, collating relevant data and liaising as required with colleagues.

- Manage the College's interface with various external student finance systems and act as the first point of contact for relevant enquiries from students, tutors or colleagues. These external bodies/systems include:

    - Student Loan Company (SLC) - involves confirmation of student attendance and processing changes in circumstances (study or fees related)
    - Higher Education Bursaries and Scholarship Scheme database (HEBSS) which processes household income (from SLC data) to calculate bursaries for students under University and College schemes.
    - NHS Bursary scheme for medical students

- Ensure that all students have access to appropriate information to enable them to benefit from the Cambridge Bursary Scheme (if eligible) and the Trinity Maintenance Grant. Maintain an accurate record of Bursaries awarded under these schemes for report to Council.

- Validation or submission of data the University or other bodies. This includes financial data collection returns that form part of the University's statutory obligation to submit data to the Higher Education Statistics Agency (HESA).

- On-going liaison with IT and other departments with regard to the continuation of the development and streamlining of many of the processes, deciding on the processes required, translating these into system/project requirements for IT, testing and amending to ensure that the process are correct to introduce or improve the process for the benefit of the College.

Awards Management

- Manage and shape all processes involved in promoting, and disbursing internal College grants, awards and prizes (c.1,600 per year) awarded to students year-round ensuring that that workflows are well documented, advertised and understood by students, administrative staff and fund managers, and that recommendations are appropriately reported to the College Council each week.

- Oversight of the College's Summer Research Studentships and Internships programmes. This involves promoting a variety of schemes, processing applications, liaising with the Summer Studentships Committee and monitoring the disbursement of payments via relevant University departments. Requires awareness of sensitivity over the data.

- Provide high level administrative support to the Emoluments Secretary (fellow responsible for the disbursement of various College funds). This includes:
    - servicing the Committee that oversees the distribution of hardship funding (four meetings per year), ensuring that outcomes are accurately and appropriately reported to the College Council and overseeing the timely and appropriate disbursement of funding to students.
    - managing the allocation of fund managers each year
    - liaison with the Alumni Relations and Development Office and Bursary over awards funded by benefactors including assistance with the drafting of Ordinances and the provision of timely reports.

- Provide high level administrative support to the Fellow for International Programmes in managing a number of international exchange programmes, working to different processes and regulations for each one. This involves promoting the individual schemes, processing applications, co-ordinating meetings and visits between exchange partners and ensuring that appropriate MoUs and other agreements are in place.

- Manage or assist with initiatives through which Trinity contributes to the wider University as appropriate (e.g. the Pilot Top-up Bursary Scheme, now CBS2).

Student Communications

- Responsible for updating relevant sections of the Trinity College White Book (Rules and Regulations that apply to students).

- Maintain student e-mail lists, including permissions and protocols for their use. Explore alternative means of communication (e.g. via mobile phone messaging).

- Responsible for researching, writing, editing and managing content on the Student Hub (intranet) and the Freshers' website, delegating to team members as appropriate, ensuring that other content editors are appropriately trained. Liaise with colleagues in other departments to ensure that the information is kept up to date, relevant and student-centric. Work with IT Office over technical support and external providers where additional support may be required ensuring effective utilisation of budgets.

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 student record management 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, preferably within an intercollegiate environment. - Knowledge of statutory and regulatory requirements that impact on HE. - Knowledge of Data Protection legislation.
Skills	- Excellent computer skills, including the full suite of MS packages. - Ability to source, use and implement analysis and reporting tools. - Excellent interpersonal skills, with ability to liaise with colleagues at all levels and the ability to inspire a spirit of collaboration and consultation and build and maintain good working relationships. - 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: £57,250 per annum.

Probationary Period: 9 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 Aviva. 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. 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.