



Job Description

Schools Liaison and Student Support Officer

About the Role

Reporting to the Academic Registrar, the Schools Liaison and Student Support Officer will work as part of a collaborative Academic Office team to provide a high level of support to both students and academic staff. This is a diverse, challenging and busy role, requiring sound administration skills together with an enthusiasm to provide an excellent standard of service in a Higher Education environment. As a Schools Liaison Officer, the postholder will take a lead in delivering the College's recruitment activities and work with schools to provide information and guidance to potential applicants and their teachers. The post will also involve supporting on course students, data handling, and systems management.

Key Responsibilities

Recruitment and Schools Liaison:

With an overarching aim of attracting a diverse and academically excellent group of undergraduates, graduates and visiting students to Pembroke:

- Work as part of a team to devise and deliver recruitment activities and strategies for all groups, including arranging visits to schools or visits by school parties to Oxford;
- Support the Deputy Academic Registrar contributing to the production and development of publicity materials and the college website (both online and in hard copy);
- Deal with enquiries from prospective applicants, offer-holders and schools;
- Develop excellent working relationships with our link schools;
- Work collaboratively with the Access Fellow on initiatives focused on schools and colleges primarily in our target areas.

Support for On-Course Students

- Assist with preparation, administration, and delivery of College Collections.
- Assist with processing undergraduate (and graduate as required) coursework extension requests, late submission excusals, mitigating circumstances applications and dispensations via Education Committee.
- Assist with the processing of exam adjustment requests and alternative arrangements.
- Provide administrative for College-organised student events.
- Manage teaching room bookings.
- Provide administrative support to tutorial fellows using the Tutorial Management System (TMS).
- Assist with producing reports based on data from student records systems (such as eVision, ADSS, TMS, and other University or College systems).
- Approve and process tutorial reports on TMS (Tutorial Management System) as required.
- Work with the Academic Office team to deliver the programme of events for new students during Freshers' and Orientation Week.
- Support the process of data handling for offer-holders and ensure accurate record keeping.
- Organise the Matriculation process for all new students.
- Oversee the graduation process, acting as the college point of contact for the Degree Conferrals Office and managing degree days.

General

- Contribute to the continuous improvement of the Academic Office's administrative processes.
- Provide helpful and friendly advice to students and staff.
- Handle confidential data (including collating statistics and maintaining records) and assist with responses to Freedom of Information requests.
- Provide secretarial support to College committees as required.
- Support with tasks beyond the normal remit of the role, as required.
- Undertake any other duties as reasonably requested.

Admissions Support

- Assist the Academic Registrar in administering the admissions cycle with a focus on required technical packages and timetabling.
- Assist in processing visa (CAS) requests for overseas undergraduate and visiting students.
- Assist with undergraduate and graduate offer-holder support.

Person Specification

Selection Criteria:

Essential

- Education to degree level or an equivalent level of professional experience.
- A commitment to supporting the mission of the College and University and an understanding of the broader Higher Education context within which we operate.
- The ability to work collaboratively as part of a team.
- Effective communication skills with individuals of varying seniority.
- Attention to detail and accuracy.
- Ability to work calmly under pressure in a busy environment.
- Administrative skills, including numeracy and confidence in handling data.
- Ability to handle sensitive and confidential matters discreetly.
- Excellent IT skills, including proficiency in Microsoft packages and quick adaptability to new systems.
- Demonstrable ability to engage effectively with students at all levels and able to demonstrate enthusiasm and commitment to widening access and participation in HE.

Desirable

- Experience in the education sector, whether in Secondary, Further, or Higher education.

The post-holder will be required to undertake a Disclosure and Barring Service (DBS) check.