



Job Description



DEPARTMENT NAME

Job title	MSc Programmes Co-ordinator
Division	Social Sciences Division
Department	Oxford Internet Institute
Location	1 St Giles – OX1 3JS – Oxford
Grade and salary	Grade 6: £28,098 - £33,518
Hours	Full time
Contract type	Permanent
Reporting to	Victoria McDermott
Vacancy reference	135589

The role

We are looking for an experienced administrator to play a key role in the administration of the taught Masters programmes in the Oxford Internet Institute. Working as part of a small team and managed by the Graduate Studies Manager, the person appointed will be responsible for the day-to-day administration of the programmes and for the student experience.

The Institute offers a full and a part-time Masters in the Social Sciences of the Internet and is introducing a full-time Masters in Social Data Science from October 2018.

The person appointed will be familiar with academic administration from admissions to examination, and will have a good working knowledge of University regulations and processes.

This position would suit a highly organised individual who is efficient, with excellent written and spoken English and who can prioritise and handle many tasks at one time. The post-holder will need to manage large amounts of information, maintain administrative systems, exercise considerable judgement, and work well as part of a team.

Responsibilities

- Jointly manage with the DPhil coordinator the work of the Graduate Studies Assistant
- Develop a deep understanding of relevant University policies and legislation, and ensure their implementation in respect of the MSc in Social Data Science as appropriate
- Promote a customer focused, professional and purposeful culture delivering service of the highest quality and professional standards



- Support the Director of Graduate Studies, the MSc Programme Directors and the Graduate Studies Manager in the day-to-day administration of the MSc programmes, including induction, course delivery, examination and programme completion, delivering an excellent, coordinated service, that supports the student journey, meets the evolving needs of the Department
- Co-ordinate all pre-course activities and communications with offer holders to enhance applicant experience and support prior to enrolment in order to ensure continued interest in the OII and to maximise the offer conversion rate
- Draft course handbooks and other course materials, and revise annually
- Manage the timetabling and delivery of induction week
- Manage the timetabling of classes and room bookings
- Build good working relationships with faculty both internally for both MSc programmes and with partner departments for the SDS programme
- Manage the allocation of advisors and supervisors for MSc students
- Ensure the provision of appropriate course materials including the purchase of Library texts and the maintenance of up to date information on Plato, Canvas and the OII website
- Liaise with the Personnel Officer to arrange TA positions on taught courses
- Ensure all student records are accurately maintained, and in compliance with GDPR
- Ensure student feedback is collected and reviewed, and arrange and attend student feedback meetings
- Prepare reports for the Graduate Studies Committee and meetings of the Board of Examiners as required
- Service meetings of the MSc focussed Graduate Studies Committee including: drafting agendas, taking minutes and preparing papers as required
- Attend the termly Graduate Joint Consultative Committee and other student feedback sessions as required
- Contribute to the development, implementation and review of policies and procedures relating to student support and course administration
- Assist the Graduate Studies Manager with examination administration for the MSc programme, liaising with Student Registry, the Proctors' Office and colleges and managing the submission of summative assignments through the OII WebLearn site
- Assist the Graduate Studies Manager with the collation of marks and feedback for the Board of Examiners
- Liaise with other departments to arrange for OII students to take other courses, and for non-OII students to take OII courses
- Manage the OII's online teaching platform (PLATO), create accounts, assign users to courses, oversee assessors, upload course materials
- Support the Graduate Studies Manager in matters relating to student disability and welfare
- Provide cover in the absence of a member of the Graduate Studies administrative team
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy and reflecting the highly international composition of faculty and students at the Department
- Provide reception cover as required
- Undertake any other comparable duties as may be required by the Graduate Studies Manager

Selection criteria

- A good general standard of education at degree level and an excellent command of English

- Excellent administration skills, with experience and understanding of academic administration in a higher education setting
- Ability to review and implement new administrative processes, systems and structures, knowing when it is appropriate to do so
- Excellent communication skills, including the ability to communicate effectively with a range of contacts within and outside the University, including students and academic staff
- Excellent organisational skills, with the ability to manage own workload, dealing calmly with competing deadlines and keeping to timetables
- Able to use initiative and to work independently, with a pro-active approach to problem-solving
- Excellent attention to detail and ability to interpret and follow procedures
- Capacity for discretion and judgement, and for dealing with sensitive and confidential information
- Excellent IT skills, and ability to learn new systems rapidly and effectively
- Able to take part in, and work congenially within, a small administrative team.

Desirable selection criteria

- Experience of managing staff
- Experience of servicing committees and writing minutes
- Knowledge of Oxford student systems

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

The Oxford Internet Institute

The Oxford Internet Institute has expanded rapidly since its founding in 2001 to become a world-leading centre for the multidisciplinary study of the Internet and society, with activities focusing on research, post-graduate teaching and policy-making and practice.

The OII aims to bring about a greater understanding of the various social factors that are shaping the Internet and their implications for society. Central to this vision is a view of the Internet as a phenomenon that goes far beyond its technical capabilities to encompass all the people, services, information, and technologies that are intertwined in this 'network of networks'. Excellence in research underpins the Institute's collaborative and teaching activities. Wide-ranging collaborative relationships with experts from academia, government, business, and industry in the UK and around the world also play a central role in its strategic drive.

The OII's research strategy has targeted areas critical to the public interest, where the design and use of the Internet and related technologies are likely to contribute to a substantial restructuring of social practice and institutional arrangements. Having developed critical mass in these areas, the OII's strategy for the next five years is geared towards deepening and extending the range of grant-funded research around each theme and disseminating the outputs in high-quality journals, while ensuring that research helps inform and shape policy and practice.

Research at the OII focuses on 8 research clusters:

- **Connectivity, Inclusion & Inequality:** understanding the shifts in the power dynamics caused by information and communication technologies.
- **Digital Knowledge and Culture:** charting the on-going digital transformations of the sciences, social sciences, arts and humanities, and their implications.
- **Digital Politics & Government:** investigating political behaviour, digital government and government-citizen interactions in the age of the internet, social media and big data.
- **Education, Well-Being and Digital Life:** addressing the psychological, social and educational implications of the Internet, for people of all ages, across the full lifespan, with a particular focus on children and young people.
- **Ethics and Philosophy of Information:** investigating the ethical, epistemological, logical and ontological aspects of information, its sciences, phenomena and dynamics.
- **Internet Economics:** understanding the economic and social implications of new business models, new market structures, and new types of economic activity.
- **Information Governance & Security:** analysing the challenges created by the digitisation of information, seeking solutions through new governance rules, processes and institutions, and investigating the relationship between emerging technologies, their design, and information security and privacy.
- **Social Data Science:** seeking a quantitative understanding of how individuals behave and interact in society.

In all its research, the OII aims to operate at the cutting edge in both quantitative and qualitative methodologies that cut across disciplines and topics. Methodological innovation is vital given the changing nature of the Internet and advances in ICTs which both necessitate and facilitate the development of new techniques. OII researchers are developing methodologies such as the embedding of ICTs for real time observation of social phenomenon; webmetric techniques for observing the underlying structure of the web presence of social institutions; artificial intelligence design; experimental research; on-line action research; content analysis; investigation of virtual environments; and online survey research.

For more information about the Oxford Internet Institute please visit <http://www.oii.ox.ac.uk>

Social Sciences Division

The Oxford Internet Institute is a department within the Social Sciences Division, one of four academic Divisions in the University, each with considerable devolved budgetary and financial

authority, and responsibility for providing a broad strategic focus across its constituent disciplines.

The Social Sciences Division represents the largest grouping of social sciences in the UK. It is home to a number of outstanding departments and to the internationally ranked Law Faculty; all are committed to research to develop a greater understanding of all aspects of society, from the impact of political, legal and economic systems on social and economic welfare to human rights and security. That research is disseminated through innovative graduate programmes and enhances undergraduate courses.

For more information please visit <http://www.socsci.ox.ac.uk/>

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/. 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+/.

From 1 October 2017, 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

The University Club provides social, sporting and hospitality facilities. It incorporates a bar, café and sporting facilities, including a gym. 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 (or those relocating from another part of the UK)

If you are relocating to Oxfordshire from overseas, or elsewhere in the UK, the University's International Staff website includes practical information related to moving to and settling in Oxford such as advice on immigration, relocation, accommodation, or registering with a doctor. See: www.internationalstaffwelcome.admin.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 (www.admin.ox.ac.uk/personnel/staffinfo/benefits/family/mfc/) and staff are eligible to register for emergency back-up childcare and adultcare services, a 'speak to an expert' phone line and a wide range of guides and webinars through a website called the Work + Family space.

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. Please visit www.admin.ox.ac.uk/eop/disab/staff for further details including information about how to make contact, in confidence, with the University's Staff Disability Advisor.

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/

Other benefits

Staff can enjoy a range of other benefits such as free visitor access to the University's colleges and the Botanic Gardens as well as a range of discounts. See www.admin.ox.ac.uk/personnel/staffinfo/benefits