# Job Description

<table>
<thead>
<tr>
<th>Job title</th>
<th>Graduate Studies Assistant</th>
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<tbody>
<tr>
<td>Division</td>
<td>Social Sciences</td>
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<tr>
<td>Department</td>
<td>Oxford Internet Institute</td>
</tr>
<tr>
<td>Location</td>
<td>1 St Giles – Oxford – OX1 3JS</td>
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<tr>
<td>Grade and salary</td>
<td>Grade 5: £26,341- £31,406 per annum</td>
</tr>
<tr>
<td>Hours</td>
<td>Full-time</td>
</tr>
<tr>
<td>Contract type</td>
<td>Permanent</td>
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<tr>
<td>Reporting to</td>
<td>Graduate Studies Manager (line manager) and Graduate Studies Coordinators (supervisors)</td>
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<tr>
<td>Vacancy reference</td>
<td>153903</td>
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## The role

Working in central Oxford as part of a busy administrative team, you will support the Graduate Studies Coordinators in the administration of student recruitment and records and provide general support for the OII’s teaching function.

As the first port of call to all current and prospective students it is essential that you have a professional outlook and presentation and are able to provide an exceptional level of customer service at all times. You will need a wide range of office and administrative skills, together with a flexible ‘can do’ attitude to the varied requirements of the role. This is a responsible role that requires a high level of confidentiality, reliability and organization of time in order to meet the many critical deadlines involved. The successful candidate will be able to exercise judgement and make recommendations/decisions on complex matters within established policies and procedures. You will also need to have excellent word processing and other IT skills, including the use of Office 365, video conferencing platforms, survey software, web content management and other digital tools that support graduate studies provision.

This is an exciting opportunity for someone wishing to pursue a career in University administration and the post holder will be encouraged to take advantage of the many training opportunities offered by the University.
Responsibilities

General:

- Provide front-line support for all enquiries from prospective applicants and incoming students, regularly giving advice and/or exercising judgment to channel queries to colleagues as appropriate, employing strong time management and written communication skills to ensure accurate and timely responses and a consistently high-quality service to students and staff
- Organising and scheduling student open days, working closely with the events and communications team on event promotion, registration and all logistical matters to ensure smooth running of the events
- Contribute to the development and implementation of department procedures for graduate studies support

Admissions:

- Deal with applicants and applications processing, notifying shortlisted applicants and organising interviews, issuing offer letters and student contracts
- Liaise with the Research Facilitation to maintain an up-to-date database of funding opportunities and publicise these among the relevant groups, advise current and incoming students on funding processes
- Liaise with all supervisors, the Director of Graduate Studies, the Graduate Admissions Committee, the Graduate Admissions Office, the Student Fees and Funding section, college admissions officers and the Student Immigration section in relation to all aspects of the admissions process
- Coordinate submission of Student Visa applications for new students and check that all offer conditions and visa requirements are met
- Work flexibly across all aspects of the high-volume admissions process to ensure efficiency and effectiveness
- Implement and maintain accurate record-keeping systems for student and applicant data, ensuring GPDR compliance with regard to data protection and retention

Induction:

Responsible for ensuring a good quality arrival experience for new students, including:

- Support across processes for students new to the department, from pre-arrival communications with new students to liaison with card office and OII IT team to ensure that all incoming students have their student cards and email accounts activated
- Organise the department's student induction programme for new MSc and DPhil students, incorporating lessons learned from prior year iterations and keeping the process under review to ensure continuous improvement

On-course student support:

Play a versatile key role in supporting the departmental student experience on an on-going basis, including:

- Responsible for maintaining course information on Canvas (the student virtual learning environment)
- Responsible for the collation of reading lists and publication on website and ORLO
• Provide training and technical support to academic staff and student teaching assistants in the use of digital education tools, including Canvas, ORLO, Zoom and Microsoft Teams
• Create and maintain student profiles on the OII website
• Support the MSc Coordinator in the timetabling of classes and room bookings
• Support the MSc and DPhil Coordinators in monitoring class attendance

Other:

• Service meetings of the Graduate Joint Consultative Committee including agenda and paper production and distribution, minute-taking and record-keeping
• Assist in the preparation of reports for the Graduate Studies Committee and meetings of the Board of Examiners
• Assist the DPhil Coordinator in the servicing of the Scholarship Committee
• Contribute to the overall smooth running of the department by proactively seeking ad hoc assignments and projects during non-peak periods for graduate study support
• Fulfil any other duties commensurate with the grade of the post, as required by the Graduate Studies Manager or other senior colleagues

Selection criteria

Essential:

• A good general standard of education at A level or equivalent and an excellent command of English
• Good 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:

• Knowledge of Oxford student systems
• Experience providing technical support and/or training in new 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

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/

The Oxford Internet Institute (OII)

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](http://www.oii.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.

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