



Job Description

Summary

Job title	Graduate Studies Assistant (Professional Masters Programme)
Division	Mathematical, Physical, and Life Sciences (MPLS)
Department	Computer Science
Location	Wolfson Building, Parks Road, Oxford, OX1 3QD
Grade and salary	Grade 4: £28,437 - £32,108 per annum pro-rata, inclusive of Oxford University weighting
Hours	Part time - 0.6 FTE
Contract type	Fixed term contract for 2 years
Reporting to	Programme Administrator
Vacancy reference	184937
Additional information	<i>Internal candidates will be given priority and must apply via the Employee Dashboard.</i>

Professional Masters Programme

The Professional Masters Programme is a programme of part-time postgraduate education aimed at suitably-qualified professionals, managed by the Department of Computer Science. The Programme currently consists of two MSc courses (MSc Software Engineering and MSc Software & Systems Security) and will be admitting for a third MSc course (MSc Artificial Intelligence for Business). The Programme currently has 380 registered students, the majority of whom work full-time professional careers. Each student attends two to four modules a year, and each module includes an intensive teaching week, spent in Oxford, followed by a written assignment that serves also as a formal examination. The Programme handles all aspects of student management in house, from initial admission, through course attendance, to final examination and alumni support.

For further information, please visit: <https://www.cs.ox.ac.uk/pro/>

The role

The part-time Graduate Studies Assistant will provide on-course support with the full time Graduate Studies Officer for the PMP courses in Computer Science. Working closely with PMP team to support on-course progression of students and supporting the Director of Graduate Studies in their duties.



- The post-holder will act as a first point of contact for all admissions, student progression and funding issues for on-course students.
- The role reports primarily to the Programme Administrator, PMP who is responsible for operational management of PMP course administration. The post holder will also work under the direction of the Director of Graduate Studies (DGS).
- The post holder will be required to build and maintain relationships with key offices in the department and the University, including but not limited to:
 - MPLS Divisional Graduate Team
 - Education Policy Support
 - Colleges

Flexible Working

Once the probationary period is over, working from home will be permitted for one day per week. Set days in the office will be Monday and Thursday.

Responsibilities

Graduate Admissions

The post holder will be responsible for the area of admissions, key duties include:

- Assisting with all aspects of the admissions process for the PMP courses responding to email and telephone queries from prospective students, in coordination with the Director of Graduate Studies
- Assist in processing application outcomes and correspond with applicants at each stage of the application process.
- Follow up student conditions and liaise with colleges for student placements.
- Keeping accurate records across all relevant systems (both in-house and central systems).

Student Progression

- Working with the Graduate Studies Officer and the Programme Administrator, PMP act as a first point of contact for students and supervisors regarding all on course issues.
- Maintain and update graduate student records for on-course progression.
- Monitoring progression and sending reminders of upcoming deadlines to students and supervisors.
- Ensuring accurate records are kept at all times in accordance with university regulations
- Assisting in the receiving and processing all suspension and return from suspension requests, escalating complex cases to the Programme Administrator and Director of Graduate Studies as required
- Provide advice and guidance for suspension and extension requests, liaising with Education Policy Support, MPLS Graduate Office and College Officers throughout the process
- Provide information, advice and guidance to current graduate students, communicating face-to-face, via bulk email and/or other media, making a judgement on when to refer queries to senior staff.
- Provide support and advice to the DGS and Programme Administrator for the termly review of students who are due to complete
- Issue dissertation submission process information and deadline reminder emails to students due to complete, and keep dissertation records up to date.

Other

- Servicing the Exam Board and Supervisory Committee meetings.
- Management of PMP inbox, including responding to queries, assigning tasks to relevant members of the team, escalating issues to the Programme Administrator or Head of Student Administration as required

- Work as part of the PMP Administration team, providing cover in times of peak activity or absence and support as required e.g., Graduate Admissions, maintaining information on the department webpages
- Undertake any other duties, commensurate with the grading of the post, as requested by the Programme Administrator or Head of Student Administration

Selection criteria

Essential

- Good general education to A-level standard or equivalent
- Strong administrative skills, preferably gained in higher education or a similar field
- Excellent written and verbal communication skills, including a high level of personal discretion and judgement especially when dealing with sensitive and confidential information
- Strong organisational skills, the ability to remain calm under pressure and a desire to seek out and resolve problems
- The capacity to quickly acquire a comprehensive knowledge and understanding of complex procedures, in order to give advice on these
- Good IT skills, including Microsoft Outlook, Word and Excel, and experience of using databases to record and maintain information
- Ability to work accurately and independently, largely without direct supervision, and to prioritise efficiently competing demands
- Experience of working in a service-oriented environment and the ability to deliver high standards of customer care
- A proven ability to contribute as a team member in a busy office environment and to assist in different areas as required, with a willingness to be flexible
- Ability to act with tact and discretion in a mature and responsible manner, particularly when dealing with frequent confidential matters
- Numerate with the ability to process and analyse financial information

Desirable

- Experience of working in a student administration role within higher education
- Experience of working with policies and regulations

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University, we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

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 and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. 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.

Department of Computer Science

The Department of Computer Science is consistently recognised as the internationally leading centre of research and teaching across a broad spectrum of computer science, ranging from foundational discoveries to interdisciplinary work with significant real-world impact.

We are proud of our history as one of the longest-established computer science departments in the country, as we continue to provide first-rate undergraduate and postgraduate teaching to some of the world's brightest minds. We enjoy close links with other University departments and Oxford research groups and institutes.

Our greatest asset is our people. We consistently attract the best staff and students and, thanks to them, we have been ranked as the world's leading university for computer sciences for eight years in a row by the *Times Higher Education*. We have held an Athena Swan Bronze Award since 2014, reflecting our longstanding commitment to promoting and supporting gender equality.

Find out more information on our website <http://www.cs.ox.ac.uk/>

Mathematical, Physical, and Life Sciences Division (MPLS)

The Mathematical, Physical, and Life Sciences (MPLS) Division is one of the four academic divisions of the University. Oxford is widely recognised as one of the world's leading science universities and the MPLS Division is home to our non-medical sciences, with 9 academic departments that span the full spectrum of the mathematical, computational, physical, engineering and life sciences, and undertake both fundamental research and cutting-edge applied work.

For more information about the MPLS division, please visit: www.mpls.ox.ac.uk

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application, you will be asked to provide details of two referees and indicate whether we can contact them now.

You will 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)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for internal candidates

If you currently work at the University, please note that:

- as part of the referencing process, we will contact your current department to confirm basic employment details including reason for leaving and information about your performance.
- although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full-time post. If you are offered this post, and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.

For Professional services posts:

- Before applying for this post, you are advised to read the [Internal Mobility Principles](#). The principles promote good practice for moving into professional services roles, and are designed to provide clarity on expectations for managers and individuals.

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 department(s).

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).

If you need help

Application FAQs, including technical troubleshooting advice is available at: <https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly hr@cs.ox.ac.uk.

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

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: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades 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

The University of Oxford is committed to equal opportunity, and to being a place where everyone belongs and is supported to succeed. We recognise how the diversity of our community enriches our ability to deliver on our academic mission.

We welcome applications from individuals from all backgrounds, including those under-represented within higher education. No applicant or members of staff shall be unlawfully discriminated against on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Employment with the University and progression within employment will be determined according to personal merit and the application of criteria related to the duties and conditions of the post. In all cases, the primary consideration will be the ability to perform the job.

As stated in the University's Equality Policy and Equality, Diversity and Inclusion Strategic Plan, our commitment to equality and diversity goes hand in hand with our commitment to academic freedom and free speech.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, flexible working options, support for [sustainable travel](#) and other discounts. Staff can also access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

Employee Assistance Programme

As part of our wellbeing offering staff get free access to a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more at <https://staff.admin.ox.ac.uk/thriving-at-oxford>

University Club and sports facilities

Membership of the University Club is free for University staff. It offers social, sporting, and hospitality facilities. 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 <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

Please see our Life in Oxford webpage for information on relocating to and settling into the Oxford area. The website offers valuable guidance, including information on where to find more details about housing, transportation, finances, healthcare, and other key aspects of living in Oxford and the surrounding region. See [Life in Oxford | Oxford University Jobs](#)

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector (see <https://hr.web.ox.ac.uk/family-leave>). Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high-quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See <https://childcare.admin.ox.ac.uk/>.

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>