

Postgraduate Administrator Job Description

Department: Tutorial
Line Manager: Tutorial Office Manager
Hours: Full time – 37.5 hours per week

Purpose of the Role

The Postgraduate Administrator is responsible for providing the administrative support required for the academic activities of postgraduate students and for liaising with the Postgraduate Tutors and other teams involved in the support of our students such as Health & wellbeing, Finance and Accommodation.

The role holder will be responsible for ensuring the smooth running of the administrative service that supports all aspects of the admissions and arrival process ensuring that students are provided with helpful information and an efficient, welcoming service. The role holder is also responsible for ensuring that postgraduate students are supported and receive outstanding service throughout their time at St Catharine's providing accurate administrative and financial information to students, academics and the wider collegiate university community and ensuring effective lines of communication between the students and other teams. This is a vital role at the heart of our service to our postgraduate students requiring an ability to create effective working relationships across college teams and to deliver a high-quality administrative service.

Duties and Responsibilities

1. Postgraduate Admissions

- Process applications received from all sources including the Postgraduate Admissions Office (PAO) and the Cambridge Judge Business School (CJBS).
- Liaise with the Postgraduate Admissions Office and other admissions administrators (e.g. CJBS) in relation to applications for admission to the College and ensure accurate recordkeeping.
- Record decisions on CamSIS reviewing and checking for accuracy.
- Prepare documents for Postgraduate Tutors and upload relevant information to Moodle.
- Liaise with the relevant Directors/Fellows for College specific scholarships, such as Tunku, Malay Studies and Benavitch.
- Communicate with applicants and disseminate clear and timely information to them.
- Assist the Postgraduate Tutors for Admissions to compile the annual Postgraduate Admissions Report.
- Organise the College's Postgraduate Open Day.

2. Postgraduate Matriculation

- Responsible for the administrative preparation for online matriculation and the matriculation events twice a year – in October and in January.

3. Exams

- Assist with examination entries for all Postgraduate students, liaison with the Directors of Studies and Postgraduate Tutors to ensure entries are submitted on time.
- Maintaining a current knowledge of the University examinations regulations.

4. Graduation

- Assist the Tutorial Administrator with all the arrangements for Postgraduate graduation ceremonies, liaising with the Praelector, other College Officers and Heads of Departments as necessary.

5. Visa and Immigration Compliance

- Act as the Tutorial Office's lead on matters relating to immigration and visa requirements for both, undergraduate and postgraduate, students.
- Oversee the provision of student documents ensuring compliance with the UK Visas and Immigration requirements, as advised by the International Student Office.
- Keep up to date with visa regulations, with guidance from the International Student Office.

6. Student Support

- Act as first point of contact for all queries on postgraduate matters.
- To provide ad hoc letters for students (e.g. bank letters, proof of studentship).
- Disseminate information from the University and other bodies to students and Postgraduate Tutors as appropriate.
- Assist with the organisation and communication of Postgraduate academic and social events.

7. Finance

- Maintain the student funding portal.
- Act as a Secretary for the Benavitch and Tunku/Malay Studies Committees preparing relevant papers.
- Prepare and maintain spreadsheets of past and expected future fund income and expenditure for all postgraduate and shared funds.
- Process applications for annual Postgraduate scholarships and grants.
- Process student finance applications on the Student Loan Company website as and when required throughout the year adhering to internal timetables for student billing.
- Liaise with external funding bodies and confirm students details in required timeframes, e.g. Cambridge Trust, NHS. Keep accurate and up to date record of student funding sources and supply to finance department as required to facilitate fee invoicing.
- First point of contact for NHS bursary queries from students and the NHS.
- Maintain accurate records of all funds utilised for scholarships, bursaries, awards and prizes. Ensure all spend is promptly and accurately recorded on the internal funds spreadsheets before a request for payment is made complying with internal deadlines.
- Work closely with the Postgraduate Tutor for Finance agreeing how each fund will be spent and deliver timely and accurate processing of applications for bursaries and any other financial support.
- Collaborate effectively with the Finance Office to ensure timely and accurate payments to students.

8. Student Records

- Maintain and update CamSIS and other relevant spreadsheets and databases of all Postgraduate student details checking that data is accurate and that all change requests have been correctly updated.
- Maintain student files securely, ensuring compliance with data protection regulations.
- Liaise with internal college departments, Student Registry and external bodies as appropriate on non-financial student matters.
- Work closely with colleagues in Tutorial Office and other teams to ensure that postgraduate data is shared appropriately and meets their needs.
- Proactively communicate expected graduation dates to the finance department to ensure accurate billing and confirm debts are settled.

9. Tutor support

- Administrative support to Postgraduate Tutors.
- Act as a Secretary for the Postgraduate Tutors Committee Meetings.
- Where necessary, attend and take minutes for appropriate College committees.
- Assist the Postgraduate Tutors to process applications for intermission and leave to work away.

10. Other

- Deal with general enquiries.
- Provide accurate and timely information and guidelines to students, Postgraduate Tutors and others as appropriate.
- Lead on updating of the College's website relating to Postgraduate affairs.
- Provide administrative support for various college events, such as dinners.
- Assist other team members during busy periods or absence to help manage overall office workload.
- Other duties appropriate to the nature of the post as may be required.
- Some out of hours work may be required at certain times of the year.

Health and Safety

All staff must adopt a responsible attitude towards health and safety and to comply with any procedures as required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work.

The above is not an exhaustive list of duties. This job description may be subject to change, following consultation between the role holder and their line manager. The role holder may be asked to take on different tasks as required, and all employees are expected to work collaboratively to support the overall work of the College.

Person Specification

	Essential Criteria	Desirable Criteria
Skills and Experience	<ul style="list-style-type: none">• Excellent communication skills• Ability to maintain confidentiality of data• Ability to work on own initiative, well organised and able to cope with a varied workload• Ability to work as part of a team• IT literate (including Microsoft Outlook, Word, Excel and maintaining databases)• Financially literate and able to use spreadsheets to record actual and expected expenditure• Ability to handle sensitive and confidential matters in line with GDPR requirements• Excellent accuracy, attention to detail and an organised and methodical approach• Ability to work with a wide range of people and develop strong working relationships• A commitment to supporting students	<ul style="list-style-type: none">• Proficient in CamSIS and Moodle• Experience within a College or Cambridge University