



Emmanuel College

Job Description for - Tutorial Support Administrator (Full-time)

LINE MANAGER – Tutorial Office Manager

BACKGROUND INFORMATION

The role of Tutorial Support Administrator within the Tutorial Office provides support to the Office of the Senior Tutor, Tutors and Directors of Studies in providing academic and pastoral care to Junior Members throughout their student journey. The role will have direct communication with students, Fellows and colleagues within the College and across the wider collegiate University, as well as external organisations.

PURPOSE OF THE ROLE

To provide comprehensive support within the Tutorial Office with a variety of tasks in support of both the academic journey and the pastoral care provided by the Senior Tutor, Tutorial Office Manager, Tutors and Directors of Studies and to offer appropriate administrative guidance to students.

PRINCIPAL RESPONSIBILITIES

Using own initiative to ensure timely completion of work in connection with a variety of duties which include the following:

1. General administrative support including:
 - a. For both the Tutorial Office Manager and the Office of the Senior Tutor as appropriate.
 - b. Assisting with undergraduate changes of circumstances (Intermissions, coursework extensions etc), exam allowances and other course-related applications, supporting Tutors with drafting and collating application packs, liaising with the respective University committee and monitoring progress.
 - c. Liaising with the University Financial Assistance Fund, and Crane Fund where necessary. Monitoring awards and supporting Tutors with requests and timely reporting.
 - d. Administering Cambridge Bursaries and associated adhoc University schemes on behalf of the College and acting as the Tutorial point of contact for queries from students and tutors.
 - e. Assisting with administration required by the Student Loans Company and NHS

Bursary Authorities where appropriate.

- f. Assisting with the more routine entries of data into CamSIS (the main student database): for example, academic sub-plan changes, exam enrolment corrections, amending Director of Studies records as and when required throughout the academic year.
 - g. Creating lists, circulars and other correspondence relating to students and other support services within the Tutorial Office (including termly Directors of Studies lists, Duty Tutor rosters, student status letters, College transcripts etc) and monitoring of the shared tutorial-office email.
 - h. Tutorial reception duties including dealing with enquiries received by telephone, email, letter, and in person from Fellows, students, and other staff and members of the public, along with photocopying, scanning, producing labels and other general assistance.
 - i. Assisting with the preparation for the beginning of a new academic year and every academic term throughout the year.
 - j. Making preparations and seating plans for various College events and dinners.
 - k. Participating in setting up and running examinations held in the College, in particular the University examinations during the Early and Main Examination Periods in the Easter Term.
 - l. Collating undergraduate examination results and distributing them within the College.
 - m. Preparing lists of scholarships and prizes for approval by the Master and Tutors' Committee and subsequently communicating the decisions to the students and the College Bursary.
 - n. Processing reimbursements for routine student expenses approved by College Officers.
 - o. Acting as the Tutorial point of contact for queries related to undergraduate supervision reports and supervisor registration within the dedicated CamCORS system.
 - p. Acting as the main College Approver for access requests to CamSIS and carrying out regular College CamSIS User Audits.
 - q. Acting as the main University Card contact for the College.
 - r. Collating undergraduate requests to reside in College outside Normal Period of Residence (Exeats and Early Returns) and liaising with the College Bursary.
 - s. Assisting the Tutorial Office Manager, collating papers and taking minutes as necessary.
2. Any other duties and responsibilities consistent with the role, arising from its nature and character as may be reasonably requested from time to time, including cover for other team members and team-related tasks.

PERSON SPECIFICATION

JOB TITLE	Tutorial Support Administrator	
PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> A levels (or equivalent) in English and Mathematics 	<ul style="list-style-type: none"> A bachelor's degree
Skills & Knowledge	<ul style="list-style-type: none"> Excellent IT skills, including MS Office Excellent administrative skills Proven organisational and planning skills 	<ul style="list-style-type: none"> Working knowledge of MS collaboration tools (e.g. Teams, Forms, SharePoint etc)
Relevant Experience	<ul style="list-style-type: none"> Experience of working within a varied administrative role with competing priorities 	<ul style="list-style-type: none"> Experience of tracking and reporting on expenditure Experience in an Education setting
Personal Attributes	<ul style="list-style-type: none"> A reliable & flexible approach to work Strong communication skills Ability to work collaboratively, building and maintaining strong relationships with colleagues Be able to prioritise and manage own workload, maintaining focus and attention to detail Ability to remain calm under pressure Ability to use own initiative and work independently whilst developing/ improving working practices 	
Special Conditions	<ul style="list-style-type: none"> Flexibility to occasionally work outside normal working hours (including Saturdays and Bank Holidays during exams in May - June); 	N/A
Membership of a Professional Body	N/A	N/A
Other Requirements	<ul style="list-style-type: none"> Ability to maintain absolute confidentiality 	<ul style="list-style-type: none"> Working knowledge of GDPR requirements