



CLARE
COLLEGE
UNIVERSITY OF CAMBRIDGE

Tutorial Assistant
Role Description & Person Specification

Job Title:	Tutorial Assistant
Department:	College Office
Reports to:	Tutorial and Admissions Officer
Salary:	£26,000 FTE
Hours of work:	Ideally 36.25 hours per week. However, the College will consider the option of school term-time only or 0.8FTE (flexibility will be required during exam period, including working occasional Saturdays and Bank Holidays).

Overview of the Job:

The Tutorial Assistant provides operational and administrative support across to the student focussed activities undertaken by the College Office. This includes the administration of undergraduate examinations and records, the organisation of events such as Freshers, Matriculation, and a variety of College Dinners held throughout the year, and supporting the administration of student accommodation. This gives the role holder scope to engage with our staff, fellowship, and undergraduate community and have a real impact on the student experience. Reporting to the Tutorial & Admissions Officer, this role would suit a professional who enjoys combining problem solving with accurate and reliable administrative skills.

General Responsibilities:

- Handling student and general correspondence on a daily basis, responding in a polite and timely manner. The role holder will be responsible for the effective running of the Tutorial inbox and be the first line of response for enquiries, such as requests for student status letters, residential letters, bank letters etc, and for highlighting issues with relevant staff in the College Office team as required.

- Send messages to the student body or subsets of the student body as required by the Senior Tutor and the Tutorial & Admissions Officer.
- Assist Tutors, Directors of Studies, and Fellows with enquiries and the administrative needs of their students. Eg, change of subject requests. This may involve engaging with Student Registry or Faculties as needed.
- Update student records throughout the year as required by student status changes, eg change of academic plans, study abroad, change of advisor, etc.
- Design and implement the annual student questionnaire for undergraduates.
- Support the accommodation operations of the College Office throughout year, answering routine enquiries from students, entering information in Kinetics, and assisting with the undergraduate rooms ballot.
- General office duties, including photocopying, filing, and collecting post. This also includes ordering stationery for the office and Fellows as needed.
- Ensure the office is tidy and well organised.
- Provide support for any ongoing additional projects as required.

Event Planning:

- Organise Matriculation Dinner, Halfway Hall, and Commemoration of Benefactors event for undergraduates. This involves sending invitations to students and academic staff, drafting seating plans, as well as liaising with various departments on the itinerary.
- Arrange Matriculation events for incoming students, including arrival weekend.
- Send Freshers information to incoming students in a timely manner, working with the Tutorial Officer to ensure the Freshers' Guide is completed in good time.
- Assist the Postgraduate Officer with the organisation of General Admission (the graduation ceremony for undergraduates), which includes:
 - Creating any necessary publications for the graduation event.
 - Liaising with College departments and academic staff about the organisation and planning of the day, including the Chapel and Choir, and assist with the planning of the Lady Clare Dinner for graduating students.
 - Liaising with photographers and University records office.
 - Remaining in regular contact with the graduating students and assisting with queries.

Examinations:

- Provide support as directed by the Tutorial & Admissions Officer during the examination period.
- Arrange exam rooms and invigilators for students with alternative exam arrangements in College.
- Respond calmly and appropriately to any last minute exam issues which may arise.
- Assist with applications for exam allowances during busy and time sensitive periods.

College Website:

- Maintain the Tutorial pages of the College website, ensuring information is kept up to date and accurate.
- Update forms, publicise events, and enter events in the College Calendar.

Person Specification:

	Essential	Highly Desirable
Qualifications & Education	<ul style="list-style-type: none"> • Education to A Level standard 	<ul style="list-style-type: none"> • University degree and/or other relevant experience
Skills, Knowledge & Training	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Excellent time management and organisational skills • Knowledge of MS Office and databases • Knowledge of the main requirements of the Data Protection Act 	<ul style="list-style-type: none"> • Ability to handle students and their needs in a sympathetic and supportive manner • Knowledge of CamSIS
Experience	<ul style="list-style-type: none"> • Experience of dealing with the public • Experience of undertaking complex administrative tasks • Evidence of effective planning ahead and prioritising workload to meet deadlines • Accurate record keeping • Experience of dealing with enquiries on the telephone, face-to-face, and by email • Handling confidential information in a sensitive manner 	<ul style="list-style-type: none"> • Experience of higher education • Experience of (and enthusiasm for) event planning
Personal Attributes	<ul style="list-style-type: none"> • Confident, friendly, approachable • High level of motivation • Ability to stay calm under pressure • Accuracy and attention to detail • Ability to work as part of a team • Flexible approach and accepting of change • Willingness to learn new skills and undertake further training if required 	<ul style="list-style-type: none"> • Resourcefulness