1. Job Details

**Job title:** Head of College Postgraduate Office  
**School/Support Department:** College of Humanities and Social Science  
**Unit (if applicable):** Postgraduate Office  
**Line manager:** Deputy College Registrar

2. Job Purpose

To lead and direct the College Postgraduate Office, managing and motivating the 19 staff. To work closely with the Deputy College Registrar and Postgraduate Dean to develop and improve postgraduate policies, procedures and services to the College, its schools and its students.

3. Main Responsibilities

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<th>Approx % of Time</th>
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| **1. General leadership, management and development**  
General leadership, management and development of the office, including line management of 4 other administrators, to meet College objectives: undertaking team planning, adjusting workloads and priorities; running appraisals and identifying training needs. | 15% |
| **2. Contribute to overall College postgraduate strategic planning and processes**  
Contribute to overall College postgraduate strategic planning and processes, advising and supporting the Postgraduate Dean and the Deputy College Registrar. Includes writing papers; reviewing, developing and implementing PG administrative initiatives and then monitoring their success; providing management information and statistics; liaising with the other Colleges and University support departments as required, and promoting postgraduate recruitment. | 25% |
| **3. Advise Schools on the development and implementation of postgraduate administrative strategy, policy and procedures**  
Advise Schools on the development and implementation of postgraduate administrative strategy, policy and procedures. For example: anticipate and advise on the implications of developments at University and national level; advise on College and University regulations; represent College on Committees and working groups; work with the University annually to refine postgraduate degree programme regulations and to improve the Prospectus; facilitate coherence of postgraduate administration across the Schools. | 25% |
| **4. Operational support to the PG Dean**  
Operational support to the PG Dean, including postgraduate administrative guidance to the College PG Studies Committee and support in the Senatus PG Committee; acting as the College focal point for administering College PG scholarships and prizes, and co-ordination and support of Quinquennial QA reviews of PG schools. | 25% |
| **5. Make recommendations for the development and maintenance of the PG Office’s part of the CHSS website,** to ensure that it is relevant, informative and a good recruiting tool. | 3% |
| **6. Any other duties as directed by the PG Dean or Deputy College Registrar.** | 7% |

4. Planning and Organising

- Post holder plans and largely self-generates work, with reference to the academic year.  
- Planning and monitoring progress regarding the workload of the whole PG Office. Ensuring that sufficient flexibility is built in so the Office can cope with the unexpected.  
- Receives unanticipated jobs from the Deputy College Registrar or Postgraduate Dean, reprioritising other tasks to accommodate them into the required timescale.

5. Problem Solving

- Anticipating and responding to changes in organisational policy or procedures.  
- Clarifying complex policy issues.  
- Anticipating and resolving staffing issues.
6. Decision Making
- Prioritising competing demands on the post holder and overall PG Office.
- Advising staff in PG Office and Schools on College academic policy and procedures.
- Assisting the Postgraduate Dean and Deputy College Registrar to weigh up the strategic implications of proposed developments of College postgraduate policy and procedures.
- Analysing strategic and operational issues and deciding how best to approach or resolve them.

7. Key Contacts/Relationships
- Postgraduate Dean, Deputy College Registrar, the Postgraduate Directors of all 10 schools in the College, the School Administrators in all 10 schools.
- University support departments, including the Registry, CPA, Policy and Planning Section, Accommodation Services, and Finance; staff in the PG Offices of the other 2 Colleges.
- Students – prospective, on-programme, and scholarship contenders or holders

8. Knowledge, Skills and Experience Needed for the Job
- High intellectual calibre – good honours degree and career achievements.
- Comprehensive knowledge of university processes.
- Ability to think strategically, manage change and formulate and communicate clear and practical advice on complex policy and operational issues.
- Strong leadership and management abilities, including motivation of teams of staff.
- Excellent communication and interpersonal skills, including report-writing and oral presentation skills.
- Negotiation skills, to work with the various stakeholders involved to develop policies and procedures appropriate to the College.
- IT literate, both with standard applications and bespoke database use.

9. Dimensions
- Line Manager to 4 administrators and 3 clerical staff, and leader of a 20-person team.
- Provides support and assistance to the Dean and to the Deputy College Registrar, to the 10 CHSS schools, to central University departments and to the other Colleges.

10. Job Context and any other relevant information