Student Business Office Coordinator
[Department of Land Economy]
March 2024
The role

Purpose of the role
The Department of Land Economy is seeking an enthusiastic and self-motivated individual to be responsible for the provision of comprehensive and responsive administration of the Department’s undergraduate and postgraduate courses. The role holder will provide an efficient course and admissions experience for students on the departments undergraduate tripos, 5 MPhil’s and PhD programmes. They will coordinate the activities of the Student Business Office in any way required including the departments mentoring scheme and resume book, exam administration, degree committee assistance etc. The role holder will work closely with the Director of Postgraduate Programme, the Director of Teaching, the MSt Business Office Coordinator and the Administrative Officer. The role holder will also have managerial duties of two members of staff, (the Deputy Student Business Office Coordinator and the Tripos Administrator). The role holder will also cover duties in the MSt Business Office in the absence of the MBO coordinator and support the work of the MSt Administrator.

This is a busy and demanding position requiring the ability to deal with a varied and large workload prioritising and showing flexibility to changing circumstance; to use initiative and judgment in a range of circumstances; to work under pressure to meet deadlines and have excellent organisational skills and demonstrate a high level of accuracy and attention to detail.

Key responsibilities

Postgraduate Admissions:
The role holder will manage the processing of applications for admissions, develop, maintain and review processes and systems for the effective administration of the application process. The role holder will oversee the work of the Deputy in corresponding with prospective students where necessary and will support the candidate selection process by reading applications and making recommendations to the admissions committee regarding the suitability of candidates for interview and conduct reference and academic checks to ensure candidates have provided the required information. The role holder will oversee the Deputy in coordinating the interviews of prospective students, arranging dates and times, booking transport, venues, AV (for web-based interviews) liaising with internal and external stakeholders and ensuring successful students get the support they need by liaising with the relevant people.
The role (cont..)

**PhD Administration**

The Coordinator will act as the first point of contact for new and current PhD students, in conjunction with the PhD supervisors. They will liaise with relevant parties over the PhD induction session and the PhD Programme. They will oversee the production of the PhD handbook and implement the processes for the PhD registration assessment, seventh term assessment and examination process for all PhD students, overseeing compliance with the International Office with regards to deadlines and regulations. They will also oversee the Conference Travel Fund and monitor over/under spend, reporting the Senior Leadership Committee where necessary.

**Course Administration:**

The role holder will provide course coordination and administration by coordinating and updating the handbooks, checking materials for accuracy of style and content and making recommendations for improvements where necessary. The role holder will also contribute to relevant sections of the prospectus, brochures and will proofread publicity and other materials. The role holder will deal with enquiries from current and prospective students regarding the course such as the application process, available funding and any course requirements. They will provide advice on procedures and University regulations to students. The role holder will provide general course/programme administration such as booking venues, preparing and distributing course materials via Moodle, booking accommodation and arranging travel and transport for guest lecturers/speakers. The role holder will provide an excellent administrative support service to Course/programme Directors and other academics in the department. They will liaise with the Outreach and Communications Administrator in organising, coordinating and supporting marketing and promotional events within the department, updating the course website and course related documentation as and when required.

**Degree Committee:**

The role holder will be responsible for the production, collation and circulation of papers for the Degree Committee meetings and will attend all meetings and take minutes. They will action all Committee business appropriately and promptly referring to the Secretary to the Degree Committee as appropriate. They will collate all routine and non-routine data and/or drafting of working papers and letters for the Secretary of the Degree Committee and/or other parties as required (e.g. data and information requests from the School, procedural documents, and formal responses to the Board of Land Economy or to students).

**Exams:**

The successful candidate will develop and review student assignment and exam processes by collecting and collating assignments, liaising with markers, assisting with the operational management of examinations and preparing course materials needed by faculty staff. The role holder will act as the Secretary to the Mphil Examiners and will work closely with the Chair and the Administrative Officer to ensure the smooth running of the examinations process.
The role (cont..)

**Office:**
The role holder will develop and maintain office procedures, review processes and develop systems to improve efficiency. They will establish systems and processes for effective administration of student records and information. The role holder will oversee the financial administration of student-based events, to include but not limited to, the Department Open Days, welcome events, Departmental seminar series etc. The role holder will support the research, teaching and learning of the Department by working closely with course/programme managers to contribute towards the organisation of research methods training and course sessions in support of teaching and learning activities and events. They will act as deputy-secretary to various committees in the absence of the Administrative Officer. They will arrange and attend committee meetings, create the agenda, take and circulate the minutes, and ensure follow up actions are implemented. They will be expected to provide input and advice on issues related to the administration of the course/programmes as required by Committee members.

**Data Analysis:**
The role holder will support in the analysis of admissions data across the Department. Providing reports and analysis of student data from departmental records and other university student information systems. The role holder will support the Deputy in gathering, preparing and collating course information/data e.g. course events and attendance, course feedback, student course activities for inclusion into reports written by others for internal and external stakeholders.

**Line Management:**
The role holder will be the line manager for the Deputy SBO Coordinator and the Tripos Administrator and will act as cover in the absence of the Master of Studies Business Office Coordinator, supervising the MSt Administrator. The two offices will remain distinct but collaboration will be encouraged between the MSt Office Coordinator and the role holder.
## Person specification

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Specification</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Education &amp; qualifications</strong></td>
<td>Educated to degree level/Level 6 vocational qualifications or equivalent level of practical experience.</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td><strong>Specialist knowledge &amp; skills</strong></td>
<td>Demonstrate advanced knowledge of administration.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Excellent organisational skills</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Extensive experience in using a range of computer applications within the Microsoft Office range to a high level of expertise.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Web authoring and management skills</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td><strong>Interpersonal &amp; communication skills</strong></td>
<td>Excellent communication and interpersonal skills</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Proven experience in managing staff members to deliver high quality results</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ability to work seamlessly within a team structure</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ability to manage own workload and the workload of others.</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td><strong>Relevant experience</strong></td>
<td>Significant prior administrative experience in an academic and business setting, with ideally at least two years’ experience gained within the education sector.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Experience of delivering of academic programmes and managing virtual learning environments.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Experience of arranging and delivering events and conferences.</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>Experience of interaction with senior academics, professionals and practitioners external to employing organisation</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
The Department of Land Economy

We interpret Land Economy broadly, as the multidisciplinary study of how society interacts with the environment, both natural and built. The Department includes lawyers, economists, planners, engineers and public policy, finance and real estate specialists. The Department encourages engagement with public policy and professional practice and thus with the resolution of contemporary problems alongside more fundamental analysis.

As currently constituted, the Department of Land Economy dates back to 1961. It is a self-governing academic department within the University’s School of the Humanities and Social Sciences. It currently employs around 50 academic staff, including nine full professors. It teaches just around 200 undergraduates, 140 masters students and 70 PhD students.

Research centres within the department include the Centre for Environment, Energy and Natural Resource Governance, the Centre for Housing and Planning Policy Research and the Centre for Real Estate Research all of which contributed to the Department’s highly successful REF-21 submission, in which it was ranked first in the country for research quality (both GPA and proportion of 4*).

The undergraduate teaching programme builds on the multi-disciplinary character of the Department. Students receive a grounding in both law and economics, in law they study public law, environmental law, private law (tort and contract) and land law. In economics, after an introduction to both macro and micro-economics they study environmental economics, urban economics, regional economics, finance and investment analysis.

Advanced papers combine these approaches, including those on law and economics, urban and environmental planning, and land policy and development economics.

All students are required to write a dissertation in their third year on a topic covered by one or more of the papers taught in the undergraduate course.

At the postgraduate level there are three taught MPhil degrees plus an MPhil by taught MPhil degrees within the Department.

Most relevant to the Assistant Professorship in Environmental Law is the MPhil in Environmental Policy, which takes around 25 students a year.

The Department currently has over 40 teaching and research staff and approximately 320 students. We have a three-year undergraduate course and a postgraduate programme that offers both instructional and research-based MPhils, as well as a three-year PhD. Research within the Department falls into one of our two research groups, namely Real Estate and Urban Analysis and Environmental Economy and Policy.

As a department, we actively encourage staff and students to go about their duties in a resource-efficient way and minimise impacts to the environment wherever possible.

The Department also intends to launch in 2024 a part-time MSt programme in Climate, Environmental and Urban Policy, to match its existing MSt in Real Estate.

As a department, we actively encourage staff and students to go about their duties in a resource-efficient way and minimise impacts to the environment wherever possible.
The School

The School of the Humanities and Social Sciences includes a wide range of disciplines with differing methodologies, from highly quantitative analysis of ‘big data’ to ethnography and the analysis of the material culture and thought of past societies. The geographical range is equally broad, with Centres of African, Latin American and South Asian Studies, and specialists within each Department or Faculty. Each institution has its own well developed research profile, but increasingly we are working across disciplinary boundaries within the School and with colleagues in other Schools. The School is participating in university-wide Strategic Research Initiatives such as public health, global food security, energy and conservation which bring the insights of social sciences to bear on some of the major issues facing the world today; Cambridge is one of the world’s leading centres for science, technology and medicine, and the social sciences are now playing an increasingly important role in understanding the social, political and economic contexts. We are fortunate in the provision of research funds from the Philomathia Foundation for the Social Science Research Programme. The School is, in terms of student numbers, the largest of the six Schools in the university.
Terms of appointment – Update as required

Tenure and probation
Appointment will be made on a permanent basis subject to funding. Appointments will be subject to satisfactory completion of a probationary period of 6 months.

Pension
You will automatically be enrolled onto the University pension scheme. If you are already a member of the NHS Pension scheme, you may be eligible to continue in the scheme and should contact the Pensions section of the University.

For further information please visit: www.pensions.admin.cam.ac.uk.

Annual leave
Full time employees are entitled to annual paid leave of 6.6 weeks (or 33 days) for those working full time, plus public holidays.

General information
Pre-employment checks

Right to work in the UK
We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health declaration

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications
The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References
Offers of appointment will be subject to the receipt of satisfactory references.

Information if you have a disability
The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at http://www.admin.cam.ac.uk/offices/hr/staff/disabled/

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, the Department Administrator, who is responsible for recruitment to this position. Alternatively, you may contact the HR Business Manager responsible for the department you are applying to via hrenquiries@admin.cam.ac.uk.
The University

The University of Cambridge is one of the world’s oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of first-class teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world’s leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people. Our capital investment projects include the West Cambridge site, the North West Cambridge development and the growth of the Biomedical Campus in the south of the city. The North West Cambridge development includes the opening of a primary school – the first in the UK to be managed by a University. So we are deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.
About us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £1.66 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £400 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support.

The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit students, provide student accommodation and deliver small group teaching. The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

The University’s estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany’s Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University’s make-up.

Our ideas and innovations have shaped the world. Our campaign, 'Dear World... Yours, Cambridge', will raise £2 billion to help us shape all our futures.
Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 18,000 students and over 11,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels. Furthermore, the University’s Athena SWAN award recognises and celebrates good practice in recruiting, retaining and promoting women. We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment. The University has signed up to the Race Equality Charter, a notional framework for improving the representation, progression and success of minority ethnic staff and students within higher education.

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away.

The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes.

Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Further information about attractions in and around Cambridge can be found at Visit Cambridge, the official tourism website for the city.
What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work. The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a career break scheme for academic and academic-related staff, with additional flexible working policies for all other staff.

CAMbens employee benefits
We offer a CAMbens scheme for University employees, providing access to online and in-store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are also available, helping employees to save money whilst also supporting local Cambridge businesses. CAMbens Cars and CAMbens Cycle to Work salary sacrifice schemes are also available, which enable employees to save money on transport costs. A 10% discount rate on the purchase of train season tickets, bulk buy tickets and an interest free travel to work loan are also available for staff of the University of Cambridge.

Family-friendly policies
The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees’ work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay and emergency family care support via My Family Care.

In addition, our Ofsted rated ‘outstanding’ workplace nurseries, childcare vouchers, a childcare salary sacrifice scheme and a high quality holiday play scheme are available to help support University employees with caring responsibilities. The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people.

Your wellbeing
The University’s Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a society exists for this purpose. The University also hosts the Cambridge Science Festival and Cambridge Festival of Ideas, as well as Open Cambridge weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.
What Cambridge can offer

Pay and benefits
The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings. Payroll giving is also a simple, tax-efficient way for employees to make monthly donations to charity.

Relocating to Cambridge
The University Accommodation Service exists to help employees in their search for a rental home in Cambridge. A new University development at North West Cambridge called Eddington offers subsidised rented accommodation to University staff. The development consists of high quality furnished one and two bedroom apartments. For more information about the development and how to apply please visit the website www.nwcambridge.co.uk

The importance of helping individuals settle into a new area is also recognised by the University. The Shared Equity Scheme https://www.hr.admin.cam.ac.uk/pay-benefits/cambens-employee-benefits/financial/shared-equity-scheme provides financial assistance to qualifying new members of staff with the purchase of living accommodation, where they have to relocate to take up their appointment. Removal expenses are also available for qualifying new members of staff.

Equality & diversity
The University has a vibrant and varied community. We support and encourage under-represented groups and we value diversity. We welcome applications from individuals with disabilities. Our recruitment and selection procedures follow best practice. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here: http://www.equality.admin.cam.ac.uk/

Development opportunities
We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University's values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.

Whether it is understanding the molecular basis of neurodegenerative diseases, or helping farmers in India increase their yield, or discovering better ways to live in large cities – I know that what we do in Cambridge affects lives, and livelihoods, the world over.

Vice Chancellor Emeritus, Professor Sir Leszek Borysiewicz, 2016
How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Informal enquiries are welcomed and should be directed to:

Lead Recruiter Samantha Wyatt – Administrative Officer
Email: slc74@cam.ac.uk

If you have any queries regarding the application process please contact Sam Wyatt: slc74@cam.ac.uk

The closing date for applications is 10th April 2024.