

Academic Centre Coordinator

Institute of Continuing Education

Job Reference: EA54010
Closing Date: 2nd March 2025



The Role

Salary: £33,482 to £39,355 (pro rata) per annum (as of 1st March 2025)

Contract:

1-year fixed term

Location:

Madingley Hall, Cambridge

Faculty/Department:

Institute of Continuing Education

Responsible to:

Head of Academic Centre Administration

Working pattern:

Part Time –25.5 hours per week (Flexible working arrangement considered)



Purpose of the role

The Academic Centre Coordinator works within one of ICE's Academic Centres, supporting immediate colleagues, Academic Directors, Panel Tutors, students and applicants and managing the administration and development of portfolio of that Centre. The focus is effective co-ordination of the activity of the Centre, in order to ensure optimum conditions for promotion, delivery and enrolment of that Centre's award and non- award-bearing provision.

Academic Centre Coordinator has responsibility for all programme- related administration to ensure the smooth running, continuous improvement and sustainability of programmes within the portfolio. The remit includes co-ordinating programme strategy, planning, enrolment and quality assurance processes, working closely with Academic and Course Directors, tutors, students, other parts of the Institute and the wider University, and the general public.

Key responsibilities

Works with Academic Directors to co-ordinate all relevant course-related correspondence (e.g. enrolments, general course administration, quality assurance issues) with tutors for courses; schedules teaching delivery; co-ordinates the production of course materials and, where used, updates the virtual learning environment (VLE)

Issues tutor contracts, accurately and on a timely basis, and initiates payment processes. Handles anomalies, tutor empanelment processes.

Works closely (as appropriate) with admissions, the Hall and the Colleges on processing bookings, including residential bookings, changes and cancellations.

Provides programme-specific information and advice on course choice for prospective students; tracks programme bookings against targets in line with Academic Centre plan

Develops and runs specific projects, for instance, manages the priority list of system developments and improvements for processing bookings effectively and efficiently

Coordinates the workload and/or supervises Academic Centre Administrator(s); manages 'office practice processes' for all or part of Centre

Handles individual student feedback promptly to resolve issues satisfactorily; gathers and analyses student feedback, in order to manage the implementation of changes resulting from the programme evaluation process; works closely with other areas of ICE, University and partner institutions to deliver the best possible student experience

Proactively contributes to strategy reviews of Centre; produces information for the annual Programme Review Panel to evaluate programme effectiveness; extracts, analyses and presents financial and statistical information, reporting to Heads of Academic Centre Administration, Senior Management Team and ICE Committees for budget management and reporting purposes.

Represents Centre on working groups, promoting the continual improvement of processes within Centres across ICE and other parts of the University

Any other duties and responsibilities appropriate to level of role.

Person Specification

Criteria	Essential	Desirable
Education		
Educated at least to Level 3 (e.g. A-levels, NVQ, BTEC) standard or equivalent.	✓	
A degree in a relevant discipline		✓
Experience		
Administration of educational activities in the field of higher/continuing education, or a comparable field	✓	
Working with contracts and payments, and/or accurately handling records to which payments are closely associated	✓	
Liaising with staff and external agencies	✓	
Skills		
Excellent oral and written communication skills, including the ability to write for diverse audiences, present complex information in a digestible format and train others	✓	
Excellent interpersonal and team working skills	✓	
Ability to deal with a range of people at all levels both within and outside the University, and members of the public	✓	
A methodical and well-organised approach and ability to plan ahead	✓	
Ability to work under pressure, use initiative and take appropriate decisions	✓	
Problem-solving ability	✓	
Ability to prioritise workload, meet targets and deadlines	✓	
Accuracy and attention to detail	✓	
Additional Requirements		
In Academic Centres where peak activity is concentrated into a very short period of time (e.g. International Programmes, residential courses, peak recruitment periods) hours can include late evenings and weekend work. For those involved in specific areas of work, there are restrictions on when annual leave can be taken, e.g. those staff primarily involved in the planning and delivery of the International Summer Programmes may not take leave in June, July, and early August, until the main Summer Programmes are finished (usually, mid-August).	✓	

The Institute of Continuing Education



The University of Cambridge Institute of Continuing Education (ICE) acts to support the specific learning and pastoral needs of part-time students at the University of Cambridge. Through collaborative partnerships across the Collegiate University, ICE develops and delivers high-quality, differentiated, academic courses for professional development and personal enrichment to a diverse range of adult learners.

ICE is closely integrated with the University's mission to support learning throughout life, innovations in teaching and learning, interactions with business and industry, community engagement and international outreach.

ICE consists of c.125 FTE academics, administrators and the Hall team. ICE's teaching is further supported by c. 400 part-time tutors and examiners. ICE currently offer around 300 courses a year which include day schools, residential weekend courses, fully online courses, summer programmes primarily for international students, bespoke courses, award bearing sub-degree courses and part-time matriculated Master's degree courses.

ICE's courses span a range of fields, with students studying for professional development or personal enrichment. At present, there are c. 7,500 course enrolments each academic year and our new strategy incorporates ambitious plans to grow to around 10,000 enrolments per annum by 2025.

Our headquarters are situated at Madingley Hall (a residential Grade I listed building), which provides facilities for conferences and events, and a full hotel service. Madingley Hall has 13 meeting rooms, 62 ensuite bedrooms, a bar and lounge, set in 8 acres of grounds (including Capability Brown designed gardens). The Hall is located approximately four miles west of Cambridge.

The Institute's annual turnover is approximately £8 million with reserves of £6 million.

The Institute of Continuing Education is a non-school institution governed by the General Board.

Terms of Appointment

Tenure and probation

Appointments will be made on a 1 year fixed term basis. Appointments will be subject to satisfactory completion of a six-month probationary period.

Hours of Work and Working Pattern

The hours of work for the position are part-time 25.5 hours per week, working Monday – Friday.

It should be noted that in Continuing Education classes, open days, awards ceremonies etc often take place at the weekends and evenings.

Pension

You will automatically be enrolled to become a member of CPS (Contributory Pension Scheme) – a defined benefit and defined contribution pension scheme. For further information please visit: www.pensions.admin.cam.ac.uk/.

Annual leave

Full time employees are entitled to annual paid leave of 36 days inclusive of public holidays. For part-time employees, annual leave will be pro rata'd based on days worked.

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^[1] 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.^[1] 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://](http://www.admin.cam.ac.uk/offices/hr/staff/disabled/)

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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 your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, the ICE HR team on ICEHR@ice.cam.ac.uk, 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.



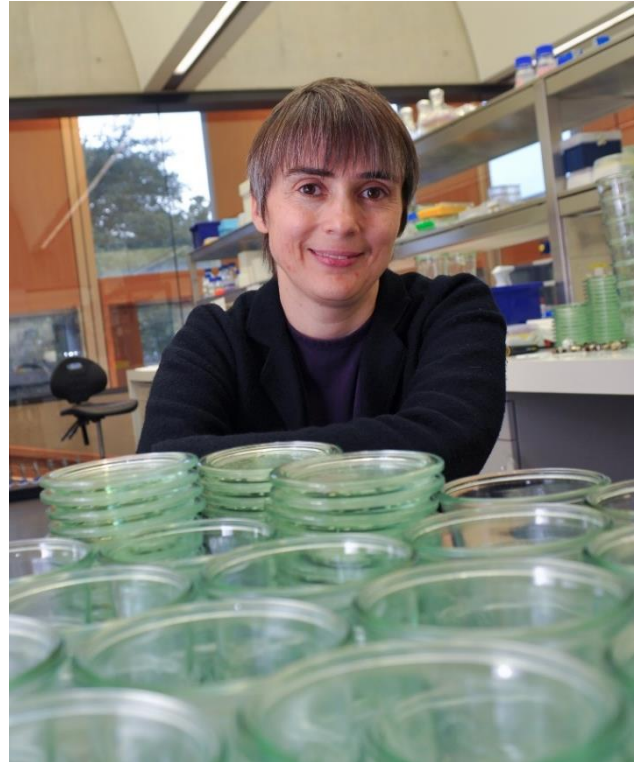
Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 18,000 students and over 16,000 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.

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'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. **Equality & diversity**



The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. 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/>

The University has a bronze Race Equality Charter aware, with framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's Athena SWAN award recognises and celebrates good practice in recruiting, retaining and promoting women.

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.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances At the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the Visit Cambridge website.

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.

Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/relocation>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to

Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>



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.

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.



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 and a CAMBens Cycle to Work salary sacrifice scheme is also available, which enables 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.



What Cambridge can offer

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.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here:

<https://www.childcare.admin.cam.ac.uk/>

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. The Office of Postdoctoral Affairs supports the postdoctoral community within Cambridge. Further details are available here:

<https://www.opda.cam.ac.uk/>

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.

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.



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.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

Informal enquiries are welcomed and should be directed to:
Laura Aston - Head of Academic Centre Administration

Email: Laura.Aston@ice.cam.ac.uk

If you have any queries regarding the application process please contact HR@ice.cam.ac.uk.

The closing date for applications is: 2nd March 2025
Interviews are planned for 13th March 2025