

# Head of Academic Centre Administration – Better Futures

Institute of Continuing Education

Closing date: 4<sup>th</sup> April 2025

Job Reference: EA45414



# Head of Academic Centre Administration

**Salary:**

£41,421 - £55,295

**Contract:**

9 months fixed term

**Location:**

Madingley, Cambridge  
Hybrid

**Faculty / Department:**

Institute of Continuing Education

**Responsible to:**

Assistant Director of Academic  
Centre Division

**Working Pattern:**

Full Time, 37hpw

**Purpose of the role**

The Heads of Academic Centre Administration work alongside the relevant Academic Centre Directors, and collaboratively with colleagues in Finance and Marketing, in building and administering a portfolio of courses. Through their administrative leadership they act to ensure that the courses delivered by the Institute of Continuing Education are of the very highest academic quality, commensurate with the University of Cambridge's reputation as one of the world's leading higher education providers.

The role holders are responsible for leading an administrative team, ensuring that a wide portfolio of courses is effectively developed and managed in terms of, for example, course approvals, course management, student experience and effective financial control, working collaboratively with academics and other internal and external stakeholders to ensure that a consistent and high quality programme is delivered.

**Key responsibilities**

- Lead and be responsible for the provision of high quality course administration, working collaboratively with the relevant Academic Directors and other stakeholders (e.g. Head of Marketing, Head of Hall Operations, Head of Finance), ensuring that ICE's course provision is student centred, market-

relevant and financially viable - which in turn is capable of sustaining on-target student recruitment and demonstrates alignment to the academic portfolio of the University.

- Influence the development and delivery of a comprehensive student experience. Liaise with students to optimise student engagement in learning and teaching and ensure the work of the Institute is informed by the student voice. Promptly implement changes resulting from student feedback and communicates them to student body.
- Line-manage an administrative team including day-to-day task management, resource planning, recruitment, induction and probation, absence and performance management and completing Staff Review and Development.
- Conduct some day-to-day course administration including, for example, course planning and scheduling, securing appropriate space for teaching delivery, supporting academics to identify and appoint appropriate course tutors, inducting new tutors in terms of systems, processes and student wellbeing etc, as appropriate provide pastoral support to students on non-academic issues, manage



**Purpose of the role (continued)**

assessment and quality assurance processes ensuring adherence to ICE policy.

- Oversight of the course budgeting process. Apply knowledge of course financials to influence portfolio planning, identifying courses at various stages of their lifecycle and recommending courses for review, improvement and divestment. Work with the Academic Centre Directors, Head of Marketing, Course Directors etc on new course development.
- Lead the continual improvement of effective and efficient administrative processes and systems within ICE, for example, appointing and contracting tutors, student access to library resources, quality assurance, moderation and examination, and reasonable adjustments for students with disabilities. Improve interfaces across ICE and with the University.
- Feed back to the ICE Senior Management Team on the effectiveness of Institute course administration and proposes solutions to increase effectiveness. Prepare papers, attend and present to meetings of working groups and committees, at ICE and University level.
- Build and develop a range of internal and external networks e.g. University departments, professional and academic associations, overseas institutions, government bodies, to inform course development, support course delivery and promote student recruitment.
- Identify relevant sources of funding for students, such as loans, bursaries, sponsorship, and charitable giving. Keep up-to-date with national policies and trends in higher/continuing education in order to plan associated strategies (e.g. widening participation, apprenticeships, bursaries and scholarships, student loans, visa requirements).
- Any other duties and responsibilities appropriate to level of role.

# Person Specification

Criteria	Essential	Desirable
<b>Experience</b>		
Leading educational activities, projects and people in the field of higher education adopting a student-centred approach at all times	✓	
Deep understanding of QA processes and procedures in higher education	✓	
Commercial awareness for building and managing a portfolio of courses and services	✓	
Project development, planning and implementation	✓	
Developed/improved processes and procedures for complex administrative processes	✓	
Effective team leadership, providing motivation and development	✓	
Presenting to committees or groups	✓	
Working under pressure and dealing with complex and difficult situations	✓	
Successful influencing and negotiation	✓	
Ability to drive change and maintain resilience	✓	
Experience of managing the expectations of a diverse range of stakeholders	✓	
Working in a collegiate environment or continuing education		✓
<b>Skills</b>		
Operational decision making, preferably in the field of higher/continuing education and experience of implementing strategic plans	✓	
Broad course administration skills	✓	
Evidence at senior level of team and project leadership and line management skills	✓	
Collaborative and influential in working relationships	✓	
Excellent oral and written communication skills, including report writing and presentation skills	✓	
Excellent IT skills (including Microsoft Office) and a good understanding of IT systems	✓	
Excellent numeracy and data analysis skills	✓	
Awareness of major policy issues relating to higher education, preferably including continuing education issues		✓
Application of methodologies for process improvement		✓
<b>Qualifications</b>		
Educated at least to first degree level or equivalent qualification	✓	
Holds a project management or process improvement qualification such as Six Sigma		✓
<b>Additional requirements</b>		
Empathy with the academic purpose of the Institute and the University to be able to engage with the values and aspirations of the Institute and possess a keen interest in its future development	✓	
Work flexibly, for example events may take place in evenings or at weekends in other locations.	✓	
In Academic Centres where peak activity is concentrated into a very short period of time (e.g. International Summer 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.125FTE 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. 8,000 course enrolments each academic year and our new strategy incorporates ambitious plans to grow to around 10,000 enrolments per annum by 2025.

Our activities primarily take place 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 £9 million with reserves of £4 million.

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

# Terms of Appointment

## Tenure and probation

The appointment will be made on a fixed term basis for 9 months initially or on a secondment basis for internal university candidates.

Appointments will be subject to satisfactory completion of a probationary period which will be set dependent on the length of tenure.

## Hours of Work and Working Pattern

The hours of work for the position are 100% of full-time / 37 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 USS (Universities Superannuation Scheme) – a defined benefits 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/](http://www.pensions.admin.cam.ac.uk/).

## Annual leave

Full time employees are

entitled to annual paid leave of 41 days inclusive of public holidays. For new part-time employees, annual leave will be pro rata'd based on days worked.

## General information

### Salary

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

### 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 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

Department Administrator, who

# 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 £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 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.

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.

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

*Stephen Toope, Vice Chancellor 2019*





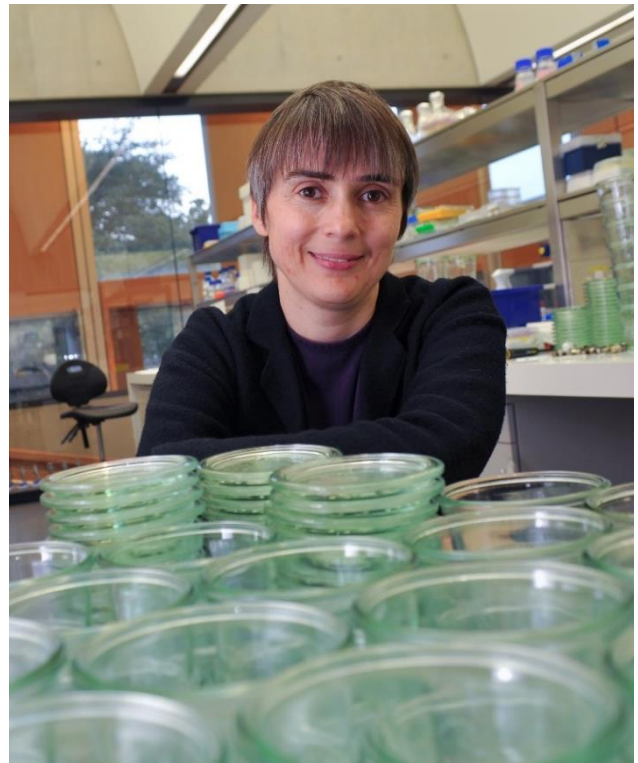
# Working at the University

**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/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge.

## 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](http://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:  
**Monica Kelly - Deputy Director Academic Centre Division**  
**Email: [Monica.Kelly@ice.cam.ac.uk](mailto:Monica.Kelly@ice.cam.ac.uk)**

If you have any queries regarding the application process please contact **[HR@ice.cam.ac.uk](mailto:HR@ice.cam.ac.uk)**

The closing date for applications is: 4<sup>th</sup> April 2025

Interviews will take place on: 15<sup>th</sup> April 2025