



UNIVERSITY OF
CAMBRIDGE

Postgraduate Administration

Coordinator

Academic Division

Office of the School of the Humanities and Social Sciences

Closing Date: Monday 5th May 2025

Job Reference: AK45552



Postgraduate Administration Coordinator

Salary:

£33,482 - £39,355

In addition to the base salary stated above, the successful candidate for this post will receive an additional 2.5% supplement to their pay.

Contract:

Permanent but funding limited. The funds for this post are available until 8 September 2027 in the first instance.

Location:

Cambridge

Department:

Academic Division/School of the Humanities and Social Sciences

Responsible to:

Postgraduate Recruitment Manager

Working Pattern:

Full Time
Working pattern by arrangement

Role Overview

The role holder will primarily support the School's postgraduate recruitment and administration. The School has an FTE student load of around 2,500 postgraduate students, about 30% of the University's total postgraduate population. The School's objective is to increase the resilience of the School's administrative service for postgraduate applicants and students, and to support and develop postgraduate office staff.

In pursuing this objective, the role holder will spend a significant proportion of their time working in departments to provide additional support and to gain an in depth understanding of their operational processes. They will work with postgraduate offices to map and review processes and to share practice. Where a department has an unexpected and immediate short term staffing crisis, the role holder will work with them and provide additional operational support until longer term solutions can be found. This will help to lessen the impact of staff absences, enable the role holder to build strong working relationships with department colleagues and gain detailed insight into local processes.

The role holder will be expected to also work with departments to support them with postgraduate student recruitment, conversion, and communications, including, for example, mapping prospective postgraduate student journey and touchpoints, enquiry and relationship management, open day activities, student ambassador schemes, alumni profiling, webinars, online Q&A sessions, webpage developments, virtual tour content production, recruitment staff departmental visits. They will work collaboratively with academic and assistant staff in departments as well as the University's professional services in relevant areas, such as international recruitment, UK events, and external affairs to develop recommendations to support postgraduate recruitment, to implement them and to measure their success.

The role holder will also contribute more generally to the education mission of the School, in supporting education development projects and in contributing to School operations as required.



Purpose of the role

To provide a high level of additional operational support to departments during peak periods and/or short-term staffing crises;

To work collaboratively with stakeholders to develop and implement innovative strategies to support postgraduate student recruitment across departments;

To support achievement of the School's objectives in education development, including direct support for postgraduate recruitment and administration

To identify issues which are impacting on postgraduate student recruitment and admissions (including postgraduate staffing recruitment and development).

Key responsibilities

- In peak recruitment periods, and/or wherein cases a department has an unexpected and immediate short term staffing crisis, provide high level operational support until longer term solutions can be found. Duties may include, for example, carrying out application and admissions procedures, coordinating assessment procedures, committee support, dealing with enquiries from current and prospective students, training up and supporting new postgraduate administrative staff.
- Map and review processes and initiate longterm improvements, in collaboration with postgraduate administrators and academics across the School, with a particular focus upon student recruitment and conversion activities and plans.
- Work with existing groups, networks, and committees to encourage the sharing of practice and to instigate improvements. Identify common problems and facilitate between stakeholders to find common solutions.
- Brief and train staff on process changes. Maintain communications, cooperation, and exchange of information with stakeholders. Receive and disseminate information as required, using a variety of communication channels.
- Gather information as required (documentation, data etc) for example, by facilitating workshops, conducting interviews, and designing surveys. Interpret and analyse the information and present findings. Contribute to reports, presentations, briefing notes and other correspondence.
- Review the operation of the student recruitment fund to ensure that it is efficiently managed. Monitor use of the fund against the budget, maintain budget records, account for variances, keep management up to date and flag up any concerns.
- Review and adapt policies and processes in order to better meet the needs of service users. Work to standardise and coordinate processes across the School. Where necessary draft new policies and procedures.



Person Specification

Criteria	Essential	Desirable
Experience		
Experience of postgraduate administration within the University	✓	
Required skills		
Experienced user of Microsoft Office	✓	
Excellent communication skills	✓	
Excellent organisational skills	✓	
Demonstrate advanced knowledge of Admissions Administration involving a critical understanding of relevant theory and/or principles	✓	
Awareness of the issues that affect postgraduate student recruitment in the UK and Cambridge in particular	✓	
Qualifications		
Educated to degree level/ Level 6 vocational qualification or equivalent level of practical experience	✓	

The School of the Humanities and Social Sciences

This role forms part of a tight-knit administrative team supporting the Council of the School of the Humanities and Social Sciences. The six Schools of the University are administrative groupings of related subjects. The Council of each School acts as a coordinating organisation for the group, managing and prioritising requests from Faculties and Departments for consideration by the General Board.

The following institutions are within the scope of the Council of the School of the Humanities and Social Sciences:

- Faculty of Economics
- Faculty of Education
- Faculty of History
- Faculty of Law
- Department of Archaeology
- Department of History & Philosophy of Science
- Department of Land Economy
- Department of Politics and International Studies
- Department of Social Anthropology
- Department of Sociology

The School's total annual expenditure from grants, fees, research grants and contracts and other sources is about £65m. The institutions in the School employ about 1000 staff (academic, assistant and contract). The School has more than 5,000 students, undergraduates and post-graduates, over a quarter of the University's total student population. The post holder will be an integral member of the School Office team.

The Council of the School is chaired by the Head of School, fulfilled by an appointment of a senior academic and supported by a Deputy Head with an education portfolio.

The School Office is currently based at 17 Mill Lane, central Cambridge.



Academic Division

Unified Administrative Service

The University's central Unified Administrative Service (UAS) works in partnership with Schools, Faculties and Departments, providing core professional and administrative services in support of Cambridge's academic and charitable mission. It also offers a range of expertise and skills that help support the development and implementation of policy across a number of functional areas.

The UAS is led by the Registry as the University's Principal Administrative Officer and consists of the following divisions:

- Academic Division
- Estate Management Division
- Health, Safety and Regulated Facilities Division
- Human Resources Division

Administrative staff within a number of these divisions, especially the Academic Division and Finance Division, are often physically located in Schools, Faculties and Departments, and are fully involved in their day-to-day operation.

Academic Division

The post is within the Academic Division of the UAS. The Division is responsible for supporting the General Board of the Faculties and for the academic administration of the University, including maintaining the excellence of its teaching and research. The Division is headed by the Academic Secretary and consists at present of some 300 staff, responsible for admissions, examinations, student services, education policy and quality assurance, international matters, research administration and School, Faculty and Departmental administration.

Further details about the Division can be found at:

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



Terms of Appointment

Tenure and probation

Appointment will be made on a permanent basis subject to the continuation of funding. The funds for this post are available until 8 September 2027 in the first instance.

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 36.5 hours per week, working Monday – Friday. Working pattern by arrangement.

We welcome applications from individuals who wish to be considered for part-time working or other flexible working arrangements.

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 new 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

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 is responsible for recruitment to this position.

The University

The University of Cambridge is consistently ranked one of the best universities in the world, achieving academic excellence through its Faculties, Departments and other Institutions, together with the 31 Colleges.

The University is renowned for its record of discovery and innovation. It is one of the great institutions, with a regional, national and global reach, attracting the very best and brightest minds. Our staff and students shape the world around us for the better: we attract and partner with like-minded people.

Whether contributing to the development of new anti-cancer drugs, adding to the understanding of how black holes are formed, revolutionising the study of ancient settlements, convening academic expertise to offer solutions to the climate crisis, or analysing public attitudes towards democracy around the world, the University's research is remarkable in its breadth, quality and impact. The University also sits at the heart of Europe's largest technology cluster and has catalysed more than 1,500 high-tech companies. And yet what inspires our 24,000 students and 13,000 staff is not what has already been achieved, but what is possible in the future.

The education and experience of our students, based on a partnership between the University's academic Departments and Faculties and the 31 Colleges, is second to none. Every student is a member of one of the Colleges, each a community of students, academics and staff drawn from across the University's comprehensive range of subject areas.



The University is a self-governing community, with a system for decision-making that provides a high degree of accountability and transparency to its members. Each Department and Faculty is part of one of six academic Schools, but each of them, and each individual academic, has a great deal of autonomy. The Colleges are independent and self-governing, working in a symbiotic relationship with the University.

The University has a number of Institutions that are independent of any Faculty or Department and are not part of the academic Schools. These include the Institute of Continuing Education (which provides high-quality education to adults throughout their lives), the Fitzwilliam Museum, Kettle's Yard (an historic house and gallery that holds important collections of modern art) and the University Library. In addition to their diverse contributions to University and public life, these non-School Institutions are also important centres of teaching and research.

Cambridge University Press & Assessment provides academic publishing, examinations and learning materials worldwide, supporting the dissemination of research, academic development at school and in higher education, and international student mobility. Legally, the Press & Assessment is a department of the University. It provides very important funds to invest in the academic purposes of the University.

The University has made truly remarkable contributions to the sum of human understanding, with breakthrough ideas and discoveries that have changed the way we understand ourselves, our planet, and the universe around us. Yet the global and national contexts in which it operates are fast-changing and increasingly filled with uncertainty. In a world that is becoming - politically, economically, socially, and technologically – ever more interconnected but even less equal, the University's mission – “to contribute to society through the pursuit of education, learning and research at the highest international levels of excellence” – has never been more relevant.



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.

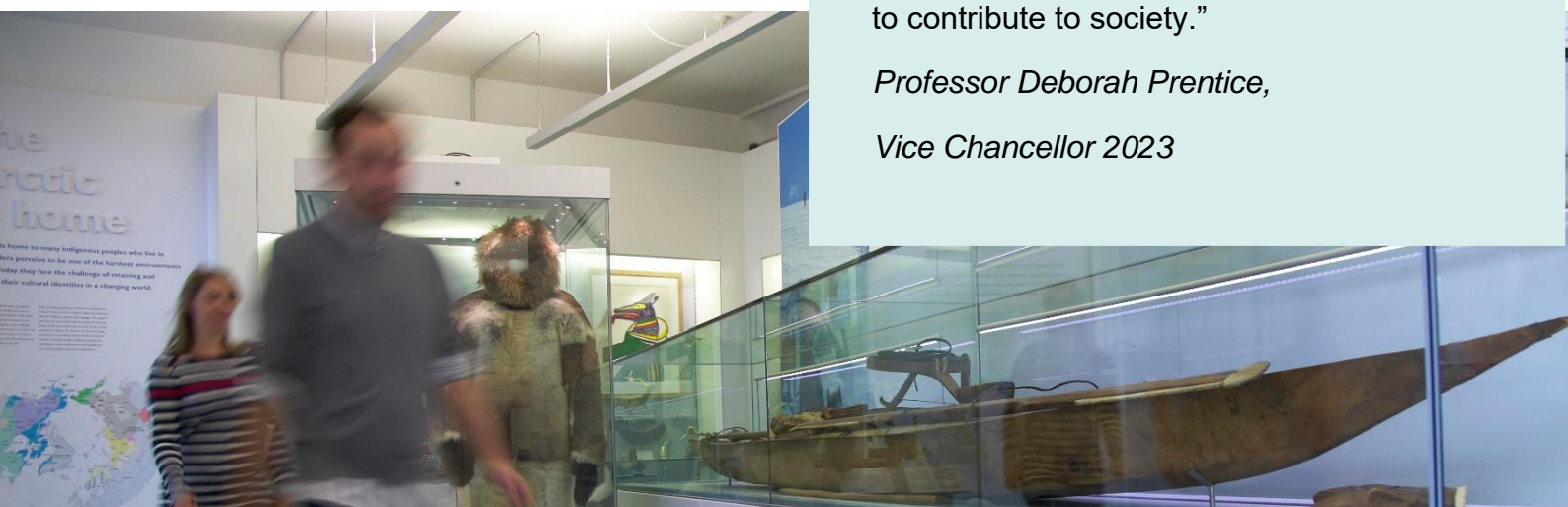
The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit undergraduate students, provide student accommodation and pastoral support and deliver small group teaching for undergraduates.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching.

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.

“Through its outstanding education, research and innovation, the University of Cambridge has made – and continues to make – a lasting contribution to human knowledge and is flourishing. By working at the University of Cambridge, you will be joining a vibrant community of students, scholars and professional services staff committed to supporting and enhancing the University's mission to contribute to society.”

*Professor Deborah Prentice,
Vice Chancellor 2023*



Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 24,000 students and over 13,000 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.

The University offers 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 science and technology campus to the west of the city centre, and is expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with their 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 continues to redevelop its historic city centre sites demonstrating a clear determination to ensure that we can offer the best facilities and opportunities for our staff and students.



Equality, Diversity and Inclusion

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 groups, including the Women's Staff Network, Race Equality Network and LGBT+ Staff Network. More details are available here:

<http://www.equality.admin.cam.ac.uk/>

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

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

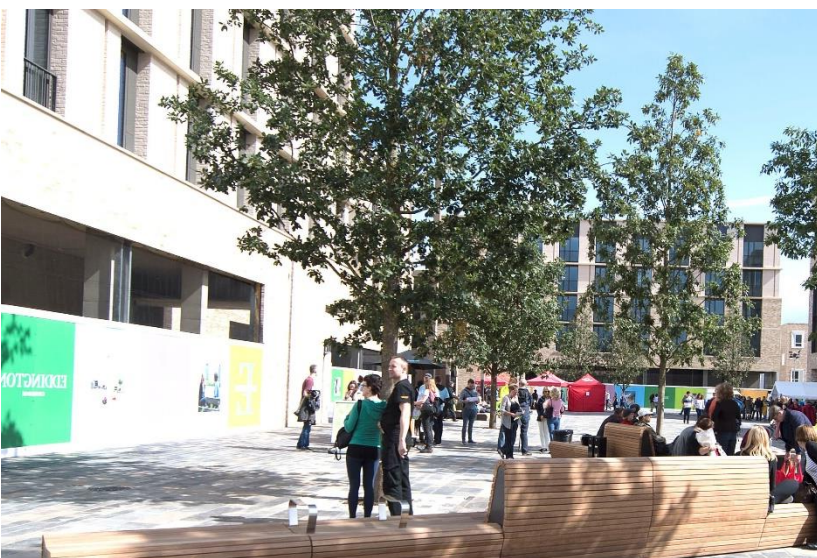
The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure 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/RelocationService/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of

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.

CAMbens employee benefits

The University offers employees a wide range of competitive benefits, known as CAMbens. CAMbens offers something for everyone across a range of categories, including:

- Financial Benefits, including shopping discounts (both local and national) and a Payroll Giving scheme;
- Relocation and Accommodation Benefits, including relocation assistance and interest-free Rental Deposit Loans;
- Travel Benefits, including Cycle to Work, discounts on train season tickets and interest-free Travel to Work loans;
- Family Friendly and Lifestyle Benefits, including support with childcare and family friendly policies;
- Health and Wellbeing Benefits, including a University Staff Counselling Service, discounts at the University Sports Centre, and other local gyms, and healthcare schemes.



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 26 weeks' full pay, and paid emergency leave for parents and carers.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high-quality holiday Playscheme are 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 (<https://www.nvs.admin.cam.ac.uk/>) is an organisation within the University that welcomes the partners and families of visiting scholars and new members of the University. Run by volunteers, the group offers opportunities to visit interesting Cambridge venues, learn about the community, take part in social events and gain local knowledge while developing a strong support network of both residents and other newcomers.

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. The University delivers The Festival of Wellbeing annually, which is a programme of stimulating talks and activities, which aim to promote wellbeing and good mental and physical health. The University also hosts the [Cambridge Festival](#), which is 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 as well as supporting their professional and career development on an ongoing basis. Our Personal and Professional Development (PPD) team provide development opportunities for all University employees, including face-to-face sessions, online learning modules and webinars. All employees also have unlimited access to LinkedIn Learning to support their development. Both new and existing employees can undertake funded Apprenticeships, which lead to a range of vocational and professional qualifications. 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. A range of University training providers also offer specialist learning and development in their own areas e.g. teaching and learning, digital literacy, finance, health and wellbeing, safety.



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 about the role should be directed to Claire Prendergast, Postgraduate Recruitment Manager of the School of the Humanities and Social Sciences, email: Claire.Prendergast@admin.cam.ac.uk

If you have any queries regarding the application process, please contact Karin Kuchta, HR Coordinator, email: acdhr@admin.cam.ac.uk

The closing date for applications is: 23:59; Monday 5th May 2025.

Interviews for the role are currently intended to take place on Wednesday, 21st May 2025. Although this may be subject to change.

