Further Particulars for the role of University Liaison Officer, Durham University

The Role

As part of the Federation’s central support team to oversee and implement administrative procedures for Common Awards programmes, which are delivered by the Cambridge Theological Federation through our member institutions and validated by Durham University.

- Act as Key Contact between the Federation and the Common Awards Team of Durham University: ensure timely submission of data reports to Durham’s deadlines and liaise with the Team to resolve progression, completion and complex case enquiries.

- Report to the Federation’s Chair of Examiners as required and ensure timely implementation of decisions taken by the Chair and other academic staff.

- Liaise with staff from the Federation’s member institutions (Houses) and other stakeholders, including external examiners and Ministry Division contacts; take a proactive approach to resolution of diverse and complex queries, including technical issues impacting programme delivery or reports.

- Develop knowledge and understanding of Common Awards Programme Specifications, Core Regulations, Concession guidance and other procedures, to advise stakeholders or direct them to relevant guidelines, ensuring the correct implementation of Durham’s procedures overall.

- Manage delivery of the Federation Common Awards exam boards (two per year) using MOODLE, taking responsibility for the presentation of completely accurate marks data. Ensure students are recommended for the correct exit award; apply and calculate adjustments for penalties; prepare summary notes for use by the Chair of Examiners; liaise with the Chair and board members on the smooth running of the board; return board reports to Durham to strict deadlines.

- Apply the Federation’s Mitigation Policies, including extension requests and requests for suspension of studies. Act as secretary to the sub-committee for Serious Adverse Circumstances.

- Oversee the annual timetabling process liaising with the Academic Administrator and Directors of Studies.

- Track annual curriculum changes, collate guides to programme modules and submit detailed Curriculum Development returns to Durham, using established templates.

- Oversee the receipt and processing of Common Awards applications, checking admissions requirements and application documents and referring to Durham or the Head of Central Services as required; issue offer letters and track acceptances. Develop a thorough knowledge of admissions requirements and an overview of UKVI regulation to ensure delivery of the admissions process.

- Register students for the correct Common Awards programme on the Federation Moodle site and forward accurate registration data to Durham.

- Enrol students for correct programme modules, taking into account compulsory modules, credit regulations for different Common Awards, and diverse timetable/delivery arrangements.

- Manage the marking and moderation process for diverse student cohorts. Set up Moodle submission areas; alert and remind tutors of marking and deadlines; alert Directors of Studies to late submissions; allocate moderation samples; ensure timely release of students’ marks; apply the correct penalties for submission issues.
• Manage triplicate student records, ensuring the accuracy of: data in Moodle; the Federation internal database TEID; Durham University’s Banner system, via Change of Registration and Concession reports.

• Contribute to the overall accuracy of the Federation’s annual HESA return; in particular, develop understanding of the student data categories specified by the Higher Education Statistics Agency (HESA), in order to input data into the TEID database according to these codes.

• Liaise with colleagues in the IT team as required, especially in relation to: running student elections via Moodle; collection of EDI data for HESA; ongoing implementation of TEID and the introduction of an online application system.

• Act as secretary to the Durham Academic Oversight Group, preparing agenda, circulating papers and reporting on meetings to Durham.

• Provide full and accurate information as required by the Federation’s Head of Central Services, to meet requirements of external agencies such as the Office for Students.

• Respond to individual student enquiries, resolving the query, or referring the student to other academic or support staff.

• Provide confirmation of registration letters and DSA documents for individual students.

• Circulate results and graduation information, following up queries, and liaising with the Academic Administrator on preparation for the Federation Awards ceremony.

• Support others in the central team, particularly during holiday and other absences and generally contributing to the effective running of the office, including welcoming visitors.

• Liaise with staff at Houses on timetable room bookings.

• Undertake any other tasks that might be reasonably asked of you to enable the Federation to operate effectively and for our students to have a high-quality experience. Some additional hours may be required at busier times of the year for which time off in lieu will be given.

Please note that we reserve the right to make minor changes to our job descriptions to meet the needs of the organisation. As an employer, we care for and look after our employees, ensuring fair and equal treatment. Any necessary adjustments will be considered to the above in keeping with the requirements of the Equality Act 2010.
Person specification

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<th>Essential</th>
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<tr>
<td><strong>Education:</strong></td>
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<td>Educated to Degree level or equivalent</td>
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<td>Excellent IT skills, to include Outlook, Microsoft Word, Excel and Databases.</td>
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<td><strong>Specialist knowledge and skills:</strong></td>
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<td>Familiarity with Moodle or other VLE platforms.</td>
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<td>Excellent judgment with regard to autonomous decision making</td>
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<td>Ability to manage a varied workload.</td>
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<td>Ability to be flexible and adaptable and work to tight deadlines.</td>
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<td>Excellent organisational skills.</td>
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<td>Proactive and forthright approach to work.</td>
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<td><strong>Relevant Experience:</strong></td>
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<td>Previous higher education administrative experience</td>
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<td>Previous administrative experience, particularly in an organisational role.</td>
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Salary: £29,995 – 31,000 p.a. (depending on experience)

Location: The role is based at, 2 Bounds House, Lady Margaret Road, Cambridge, CB3 0BJ

Contractual benefits include:
- Membership of a Pension Scheme after a qualifying period
- Annual leave of 33 days (inclusive of Bank Holidays)

Other benefits include:
- Free car parking onsite (subject to availability)
- Life cover

The appointment will be subject to an initial probationary period of six months during which the appointment may be terminated by one week's notice on either side. Following the successful completion of the probationary period, the period of notice is one month on either side.