



# Wesley House

The Methodist College in Cambridge since 1921

*Resourcing Wesleyan leadership and scholarship  
for the transformation of church and world*

**Alastair Oatey**

BUSINESS DIRECTOR

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## Academic Administrator & Assistant Operations Manager

Wesley House ([www.wesley.cam.ac.uk](http://www.wesley.cam.ac.uk)) has two vacancies in our support team for applicants with experience in administration and site operations.

The Academic Administrator and Assistant Operations Manager share an office in the College's reception and work closely together to support the College's students, staff, and visitors. Both roles include covering in the other person's absence and so you will need to be comfortable with a wide range of tasks. You will, though, have your own areas of responsibility and focus.

These are full time positions, normally working from 9am to 5pm on Monday to Friday with a 30 minute paid lunch break but there may be some evening and weekend working for which time off in lieu can be taken the following week. The salary is in the range £25k-£26k with 25 days holiday plus bank holidays and we make pension contributions of 8% of your salary.

Wesley House is a Methodist theological college located on Jesus Lane in the centre of Cambridge. We are a founder member of the Cambridge Theological Federation ([www.theofed.cam.ac.uk](http://www.theofed.cam.ac.uk)) and as part of the Federation we deliver MA and research degrees together with the University of Cambridge and Anglia Ruskin University. In addition we offer a range of non-accredited programmes online and on site in Cambridge. Students and scholars are drawn from across the world as well as from the UK.

You will be welcome to join in the College's social and prayer life if you wish to be involved but this is not at all obligatory.

To apply or to find out more please email a CV and covering letter to Alastair Oatey at [aio22@cam.ac.uk](mailto:aio22@cam.ac.uk).

You do not have to have any religious affiliation to be part of Wesley House, though it is important you are sympathetic to supporting an intercultural worshipping Christian community and to working within our ethos of encouraging mutual respect and open dialogue.

Closing date: 5pm Monday 1<sup>st</sup> March 2021

Interview date: Monday 22<sup>nd</sup> March 2021

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Wesley House, Jesus Lane, Cambridge CB5 8BJ, UK  
[www.wesley.cam.ac.uk](http://www.wesley.cam.ac.uk)

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### Academic Administrator

This role primarily supports the work of our six academic staff, some of whom work remotely, and of our 40+ students, most of whom are non-residential and who come from all over the world.

Your key strengths will include good **writing skills** as you will need to create accurate documents such as letters, programmes, and publicity content; excellent intercultural **communications skills** liaising with academic staff, support staff, students and visitors from all over the world ; good **systems skills** for tasks such as monitoring recruitment enquiries, monitoring student progress and managing bookings for internal courses; and good **organisational skills**, such as making sure actions agreed in meetings are followed up and reported.

### Operations Manager

This role is focused on site operations, covering everything from accommodation, events, catering, maintenance, reception, maintaining alumni and other records and all the practicalities of running a small residential college in Cambridge.

Your key strengths will include a **hands-on attitude** and a willingness to turn your hand to anything, including the less glamorous tasks such as broken toilet seats and putting the bins out as well as more fun tasks such as arranging College dinners and alumni events. You will need to be personable with **good communications skills** as the primary point of welcome for our visitors and residents, and be a good **multi-tasker** as you juggle tasks that need immediate attention with other tasks that have a longer lead-in time.

The job description for each role is given below and both share the same person specification. We will accept applications from those who wish to be considered for both positions or just for one of them. However, we will expect applicants to consider whether they are best suited to a job that is primarily operational or one that is primarily administrative.

## **Job Description: Academic Administrator**

### **Job purpose**

To provide administrative support to the academic staff team and to share in the running of the College office.

### **Job description**

1. Providing support to the academic team including correspondence, record keeping, maintaining administrative systems, and reporting information to meetings. Prompting colleagues for the information needed to keep records and systems up to date.
2. Being a contact point for applicants and students for academic matters, passing on information to the relevant person in a timely manner or providing appropriate responses where you are able. Liaising with the Cambridge Theological Federation when necessary.
3. Maintaining full and accurate student lists at all times, for example for the College directory, mailing lists and database.
4. Creating and managing systems for Academic Monitoring, ensuring that the status of each student is correctly recorded and that Progression Events are arranged on time.
5. Supporting formal and informal courses run by Wesley House, including responding to requests for information, tracking enquiries, providing information for those on courses, providing support during courses. Proactively prompting colleagues for information and decisions that are needed, including feedback and marking.
6. Providing Audio Visual support for Wesley House events, including in-person and online courses.
7. Providing administrative support for Chapel, including events, supplies and copyright reporting.
8. Supporting committees and staff meetings, particularly by taking minutes of meetings; chasing actions and ensuring transfer of referred items to agendas of other meetings.
9. Communicating information within your areas of responsibility to those who need to know.
10. Assisting the Operations Manager by sharing in tasks such as reception duties, meeting and event set up, planning college events, fire and safety checks, supporting residents and visitors.
11. Being one of the College's designated First Aiders.
12. Working in accordance with the College's policies including, but not restricted to, the Health and Safety and Data Protection policies.
13. Undertaking any other reasonable tasks that you may be asked to do to support the work of the College.

*This job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and is therefore subject to amendment.*

## **Job Description: Assistant Operations Manager**

### **Job purpose**

To welcome and support students, residents and visitors to the College and to take responsibility for the College's daily operations.

### **Job description**

1. Being the first contact point for students, residents, event organisers, suppliers, contractors and other visitors to the College, making them feel welcome, providing hospitality and meeting their needs as appropriate to the best of the College's and your abilities.
2. Looking after the accommodation for resident students, staff and visitors, including bookings, room preparation, welcoming guests and responding to residents' requests.
3. Helping book, prepare for and assist with events at Wesley House so that they run smoothly from administrative and operational perspectives; helping to create an excellent reputation for events that leads to recommendations and repeat business.
4. Liaising with caterers for in-house events and for catering associated with third party hires. Providing hospitality for internal and external events.
5. Taking responsibility for the College's maintenance and cleaning processes; liaising with contractors and helping when necessary.
6. Running the College office effectively, including ordering supplies.
7. Taking prime responsibility for maintaining college systems including the Salto key card system, college calendars, room booking systems and the database.
8. Maintaining the appearance and tidiness of the public areas, including the toilets, and the College office throughout the day.
9. Answering the telephone, responding to emails and dealing with incoming and outgoing post. At all times responding efficiently and accurately and ensuring information reaches the right people in a timely manner.
10. Being one of the College's designated First Aiders.
11. Assisting the Academic Administrator by sharing tasks and covering in their absence.
12. Working in accordance with the College's policies including, but not restricted to, the Health and Safety, Data Protection and Prevent policies.
13. Undertaking any other reasonable tasks that you may be asked to do to support the work of the College.

*This job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and is therefore subject to amendment.*

## Person Specification

<b>Qualifications</b>	<p>No formal educational qualifications are required for these posts</p> <p>The successful candidate is likely to be of degree-level capability</p> <p>A first aid qualification is desirable</p>
<b>Experience</b>	<p>Experience in an administrative role is essential for both posts</p> <p>An equivalent role in an College/HE environment is desirable but not essential</p> <p>Front of House / Operational experience is desirable</p>
<b>Skills</b>	<p>Data input and data management</p> <p>High levels of personal organisation and efficiency</p> <p>Proven ability to display initiative and to work well under pressure</p> <p>Problem solving</p> <p>Good literacy including good use of English language for formal communications</p> <p>Good numeracy</p> <p>Good IT skills including Word &amp; basic use of Excel</p>
<b>Interpersonal skills</b>	<p>Clear written communication skills</p> <p>Clear and confident oral communication</p> <p>The confidence to be pro-active in communicating with a wide range of academic and administrative stakeholders</p> <p>Team-working</p> <p>Intercultural sensitivity</p>
<b>General</b>	<p>Sympathy with the aims and objectives of Wesley House</p> <p>A commitment to high levels of service</p> <p>A 'can do' attitude</p> <p>Comfortable working within a multi-tasking role</p>