



CAMBRIDGE
SCHOOL OF
VISUAL &
PERFORMING
ARTS

OFFICE MANAGER JOB DESCRIPTION

ABOUT CATS COLLEGE CAMBRIDGE AND CSVPA

CATS Cambridge and CSVPA offers an outstanding international pre-university educational experience to students aged 14+ from all over the world. CATS students live and work at the custom built Cambridge campus, studying for GCSEs, A levels and University Foundation Programmes, and preparing for admission to universities across the country and elsewhere. CSVPA students study in buildings in the heart of the City of Cambridge on courses ranges from Pre-Foundation to Masters Levels. We pride ourselves on our approach to teaching and learning, with small class sizes and an informal atmosphere ensuring that students are treated as individuals and build great relationships with staff.

OVERVIEW OF THE JOB

You will lead the administration team at CATS Cambridge. The administration team is responsible for management of the timetable, examinations and attendance, communication with parents, agents and guardians of existing students, manning Reception and for other administrative tasks needed to support the College.

You will work with the Registrar at CATS Cambridge as a member of the team which provides the first point of contact for people who are external to the College, especially potential students, their parents, agents and members of the CATS sales, marketing and admission teams.

You will also be personally responsible for administering the recruitment process for staff across CATS Cambridge and CSVPA. Your key role will be to work with the Principal at CATS Cambridge and the Rector at CSVPA to help ensure that the Colleges are meeting statutory safeguarding requirements and UKVI regulations for recruitment.

REPORTS TO

You will be directly responsible to the Principal and Rector.

MAIN RESPONSIBILITIES OF THE JOB

The following gives a guide to the main tasks and the scope of the role. These aren't exhaustive, and they may vary where necessary to suit the skill set of the post holder and the needs of the Colleges.

As leader of the Administration Team:

- Ensure that staff responsible for administration of the timetable, examinations and attendance, communication with parents, agents and guardians of existing students, and for manning Reception work efficiently as a team
- Assign tasks to team members as required, ensuring that team members to support each other as needed as workloads vary through the year
- Encourage cross-skilling of roles to enable the most effective mutual support, and cover in case of illness or departure of staff and opportunities for team members to develop
- Ensure that tasks are completed accurately as well as in a timely manner
- Assist the Registrar with managing the look and feel of the College, ensuring that is as positive as possible. This includes signage and displays, both electronic and paper

For further details of tasks which the team is likely to be required to carry out include please see the appendix.



In respect of external stakeholders:

- Lead tours of the College for prospective new students and parents
- Assist the Registrar with organising visits to the College, including ensuring that the experience is as positive as possible for all visitors
- Assist the Registrar, dealing with queries about all aspects of the College, answering yourself where possible or seeking the answer from other College staff
- Lead on the organisation of special events such as graduation ceremonies

In respect of Recruitment Processes:

- Arrange for roles to be advertised appropriately and manage collation of applications and queries from candidates
- Coordinate the interview process by setting up interview schedules, arranging interviews with candidates and copying documentation on interview days
- Administer all new starter paperwork e.g. references, qualification, Right to Work documents
- Process mandatory safer recruitment checks such as DBS checks via the online portal, barred list checks, prohibition order checks and overseas checks.
- Liaise with the Central Human Resources team to ensure all new starter documents are received
- Under the guidance of the Principal/Rector ensure all new starter paperwork is authenticated, saved to employee files and kept up to date
- With the Principal/Rector ensure all new starter checks are complete so that a candidate can be authorised to start work
- Under the guidance of the Principal/Rector ensure the Central Register is maintained, up to date and accurate

As part of your wider role within the Colleges, you will also:

- Support the College and its leadership
- Continue personal development as agreed
- Engage actively in the performance review process
- Comply with any reasonable request from the Principal to undertake other work
- Promote a positive working experience for everyone
- Help to provide a professional and welcoming environment for all visitors to the College

ETHICS AND BEHAVIOUR

You will maintain standards of ethics and behaviour in and out of College. In particular:

- Treat students with dignity, building relationships rooted in mutual respect;
- Have regard for the need to safeguard students' well-being;
- Show tolerance of and respect for the rights of others;
- Maintain high standards of attendance and punctuality;
- Help to create and maintain a safe working environment for everyone;
- Understand and act within the relevant College, national and statutory frameworks;
- Develop and maintain a full understanding of current child protection procedures.

PERSON SPECIFICATION

The job requires that you are:

- Inspirational, with the ability inspire colleagues; able to gets things done through influence rather than by railroading others



- Exemplary, playing a lead role in encouraging staff development in the team and beyond and leading by example
- Efficient and organised
- Good at using Microsoft Office applications, especially Excel and Word
- Proactive rather than reactive in approach
- Able to take responsibility and ownership for work issues and problems of a primary operational nature, although the ability to think in a strategic way may also be required
- Able to implement improvements to work processes and practices within your remit
- Good at prioritising your time prioritising conflicting demands
- Fluent in English
- A quick learner
- Able to work under pressure with the ability to balance the normal demands of a range of work and responsibilities without disruption to other team members or subordinates
- Internationally aware and culturally sensitive
- Friendly, with a professional telephone manner
- Proactive, flexible and reliable
- Trustworthy, dependable and reliable
- Smartly and professionally dressed
- Supportive of the College ethos and mission statement

And that you have:

- A logical, structured and organised outlook on life
- Attention to detail
- Good critical thinking skills to understand client issues, whilst knowing when to ask for support and advice from colleagues
- High levels of energy, an even temper and a sense of humour
- Up to date professional knowledge, which you work to maintain
- The ability to relate to young people
- The ability and willingness to work in a multi-cultural environment
- The ability both to work as a team member and lead by example
- Excellent interpersonal and communication skills
- Experience working in a customer service role, if possible
- Been educated to at least GCSE standard, with passes at Grade C (or equivalent) in English and Mathematics

ABOUT CEG

Cambridge Education Group (CEG). CEG is a leading provider of pre-university academic courses and English language courses in the UK. We provide programmes including A Level, IB and University Foundation, as well as English Language Study, to a growing number of international students seeking to win places at UK universities.

We operate a number of different educational brands: CATS Colleges in Cambridge, Canterbury and London; CATS Academy in Boston; CSVPA; On Campus programmes at universities in the USA and



Europe; and Stafford House English language schools and study holidays. We benefit from being part of a global team focused on teaching and learning.

AND FINALLY

CEG is committed to safeguarding and promoting the welfare of children and young people and expect everyone connected with the Colleges to share this commitment.



APPENDIX: ADMINISTRATION TEAM TASKS

Beyond the specific roles assigned to members of the Administration Team tasks which the team is likely to be required to carry out include:

- Assisting with general copying, filing, archiving of documents as required
- Attending to ad hoc requests from the principal and vice principal
- Compiling and sending the Daily Bulletin
- Holding the College credit card to enable orders from departments and later compiling statements
- Maintaining College car parking permits and list
- Maintaining policies on Shackleton and the College website
- Maintaining signage around the College
- Maintaining the College calendar
- Maintaining the College's Fire case
- Maintaining the College's inspection document store
- Maintaining the External Visitors log
- Maintaining training records for all staff
- Managing assignment of staff lockers
- Ordering general stationery for the College and specific stationery for departments
- Ordering general sundries, such as tissues, hand soap and flowers

The above is not an exhaustive list and other tasks may be undertaken as needed

