GATES Cambridge

Programme Assistant
Candidate Pack

Purpose of the role

The Programme Assistant supports the day-to-day administration of the application and selection process and provides assistance for current scholars. The role reports to the Programme Manager and supports the Programme Officer and Manager.

The Programme Assistant is the first point of contact for prospective applicants and supports current scholars. The role liaises with colleagues across the Collegiate University and provides support to the Trust and scholars following data protection guidelines; and provides cover for the Programme Officer role during absences.

Main areas of responsibility

Application and Selection

- Responding to initial enquiries from prospective applicants
- Proactively managing the main info@gatescambridge shared mailbox
- Providing support to the Programme Manager during the application and selection process to interview c. 200 candidates and select c.80 scholars each year, including:
    - preparing interview materials and distributing these to interviewers
    - organising interview schedules and sending documentation to candidates
    - coordinating the logistics of the interviewing processes e.g. booking and setting up venues
    - attending the interviewing process in situ for coordination purposes; this may involve travelling internationally
- Managing the collection of financial information for scholars in collaboration with the Finance Officer
- Managing the refund process for visas , the International Health Surcharge, and flights (when relevant)
- Arranging flights for staff, interviewers and scholars
- Signposting information for incoming scholars

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- To create and manage records for new scholars and send out relevant communications using the Trust's CRM system
- Using the University's student database (CamSIS) to tag scholars-elect and upload their offer letters
- Providing information about the new class of scholars to the Communications Officer in a timely manner
- Other tasks related to application and selection

Current Scholars

- Becoming acquainted with, maintaining and updating (as and when required) the Trust's guidelines and policies for scholars and advising scholars accordingly
- Supporting the Programme Officer as and when required by managing email, telephone and in person enquiries
- Maintaining current scholars' records and ensuring they are up to date on the Trust's IT system(s)
- Preparing and sending letters to scholars to support them to open UK bank accounts, tax authorities, apply for accommodation as required
- Contributing to the continuous improvement of operational processes

Events

- Organising and contributing to Gates Cambridge Trust-related events. These include:
  - Orientation and Induction for new scholars (in collaboration with the Scholars' Council and the Programme Manager)
  - Welcome Dinner for new scholars
- Contributing to post activity analysis and reporting

Other support

- Managing enquiries in a professional manner
- Front of house duties such as welcoming scholars and visitors
- General office support including ordering office supplies, setting up meeting rooms, etc.
- Providing administrative support to senior staff as required
- Liaising with suppliers to obtain the most cost-effective products and/or services for the Trust
- With colleagues, represent the Trust at major Trust events such as the Annual lecture, Welcome dinner and Graduation dinner, which may be outside office hours

- Sending out the Scholars' weekly e-bulletin and emails from the Scholars' Council as required

Person specification

Education and qualifications

- Educated to at least level 3 standard (e.g. A-levels, NVQ, BTE) or equivalent

Knowledge and experience

- Experience of education administration or similar customer-facing work
- Experience of organising events and coordinating logistics
- Experience of obtaining best value for money

Specific skills and behaviours

- Excellent IT skills including Microsoft Word, Excel and Outlook, with the ability to learn new software and web-based applications
- Excellent interpersonal skills with an articulate manner, demonstrating sensitivity and diplomacy within a diverse, international community.
- Strong verbal and written communication skills - the ability to communicate effectively and professionally to a range of stakeholders.
- Excellent organisational and time management skills - ability to prioritise and plan own workload effectively, managing several tasks simultaneously.
- Ability to use own initiative to solve problems and contribute to improvement of processes and systems.
- High degree of accuracy, maintaining attention to detail at all times.
- A high degree of discretion, as dealing with confidential information.
- Team worker, able and willing to work flexibly to contribute to the work of the Gates Cambridge Office as required.
- The role-holder must enjoy working with post-graduate students and aspire to give them the best possible support.

Terms and conditions:

Location: Gates Cambridge, Ground Floor, The Warehouse, 33 Bridge Street, Cambridge, CB2 1UW.

We practise a hybrid working model and the successful candidate will be expected to be in the office for a minimum of three days a week. The Trust reserves the right to change remote working status with notice to employees.

Salary: £23,144 to £26,444, depending on experience.

Hours of work: 35 hours per week, Monday to Friday.

Length of appointment: permanent

Probation period: 6 months

Annual leave: 33 days (including fixed periods at Christmas when the Trust's offices are closed) plus Bank Holidays. The period for calculation for entitlement to annual leave is 1 January to 31 December.

Pension: The role holder will be eligible to join the University's pension scheme.

Pre-employment checks: 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 made to you will be conditional upon you gaining it.

Other:

- Private healthcare is available.
- Access to the University of Cambridge card.
- The Gates Cambridge Trust is supportive of continuous professional development for staff and suitable opportunities for training and development will be actively considered.
- The Trust actively supports equality, diversity and inclusion and encourages applications from all sections of society.

How to apply

Applications must include the following:

- A cover letter setting out why you are a good fit with the role
- A current curriculum vitae
- The names of two referees (these can be included in your CV or as a separate document and will only be contacted in the event of an offer).

  The above should be sent to jobs@gatescambridge.org by the deadline. Please save all documents you submit using the format: First name Last name document type – e.g. Joanna Smith cover letter.

- In addition to the above, applicants must also complete the basic information form by the application deadline.

Only complete applications will be considered. The Trust is unable to provide feedback on unsuccessful applications.

Schedule

- Applications open: Tuesday 2 January 2024
- Application deadline: **midday Wednesday 31 January**
- Interview date: Wednesday 7 February 2024

Questions and further information

For full details about the Gates Cambridge Scholarship programme and Gates Cambridge Trust, please visit our website: www.gatescambridge.org.

If you have any questions about this role, please email jobs@gatescambridge.org.

For details about how we process your personal data when you apply for a position at the Trust, please see our data protection page.