Job Description

Summary

Job title	Crankstart Internship and Mentoring Programme Manager
Division	Academic Administration Division
Department	Careers, University of Oxford
Location	**56 Banbury Road (minimum 60% onsite working)**
Grade and salary	Grade 6: £36,360-£42,434 per annum
Hours	Full time
Contract type	Permanent
Reporting to	Head of the Internship Office
Vacancy reference	189584

The role

The Internship Office manages the growing demand from University of Oxford students for research and professional work experience and mentoring opportunities. Programmes managed by the Office include the:

1. Crankstart Internship Programme
2. Crankstart Mentoring Programme
3. Micro-internship Programme
4. Summer Internship Programme

These programmes currently facilitate around 2,000 research and professional experiences for students each academic year.

Thanks to generous funding from Sir Michael Moritz and Ms Harriet Heyman, the Internship Office offers a programme of enhanced support to the University's Crankstart Scholars. This includes the Crankstart Internship Programme, which facilitates exclusive internships for Scholars, and the Crankstart Mentoring Programme, which matches over 100 mentees per year with an industry professional in their sector of interest. There is an expectation that both programmes will continue to develop in line with the needs of the Crankstart Scholars.

The postholder, is expected to use their initiative and professional knowledge to:

- Oversee the administration of the Crankstart Internship and Careers Mentoring Programmes

- Work with the Head of the Internship Office to devise a Crankstart Internship Programme expansion in line with student demand.
- Responsible for the line management and development of two Assistant Crankstart Internship and Mentoring Officers.
- Undertake detailed analysis in order to provide regular Crankstart Internship and Mentoring Programme updates to key stake holders.
- Oversee the creation of all Crankstart Internship and Mentoring Programme marketing content and implement its termly marketing strategy.
- Work closely with members of the Careers Service, Student Fees and Funding, Alumni Office, Development Office and other stakeholders.

Flexible working

The Careers Service offers the opportunity for hybrid working, with a minimum of 60% of time to be spent in the office. Staff are expected to work in a regular pattern as agreed with their line manager and there may be times during the year when staff are required to be in the office more than 60%, due to operational need.

Responsibilities

The workload in the office can be demanding, requiring personal organisation and flexibility as well as an ability to work to deadlines. The postholder will have the following key responsibilities:

1. **Programme Management & Improvement**
   - Manage and oversee the end-to-end operational delivery of the Crankstart Internship and Mentoring Programme for 1,500+ Oxford widening participation Crankstart Scholars.
   - Serve as the principal point of contact for students, employers, and internal colleagues, resolving complex issues efficiently.
   - Proactively evaluate processes and lead continuous quality and operational improvements.

2. **Strategic Growth & Events**
   - Partner with the Head of the Internship Office to design and execute an expansion strategy aligned with student demand.
   - Conduct sector research to source varied internship opportunities and broaden the mentor network.
   - Collaborate across teams to design, promote, and deliver exclusive careers events for Scholars.

3. **Line Management**
   - Line manages two Assistant Officers and 1 seasonal TSS team member (focused on funding processing).
   - Provide leadership, training, coaching, workload delegation, and annual performance reviews (PDRs).
   - Manage team leave, overtime, and day-to-day operational supervision.

4. **Data, Reporting & Compliance**
   - Analyse termly participant data (students and hosts) to monitor experience, evaluate feedback, and implement enhancements.
   - Track relevant legal/legislative updates (e.g., Living Wage adjustments) affecting internships.
   - Produce annual impact reports for key stakeholders.

5. **Financial & Grant Management**
   - Collaborate with the Finance Officer and the Head of Internship Office to review, approve, and disburse student grant funding within budget constraints.
   - Monitor individual student funding limits and manage overall programme expenditure.
   - Negotiate co-funding contributions with for-profit employers to maximize available funds.

6. **Student & Host Engagement**

- Drive student participation through targeted outreach across colleges, academic divisions, Crankstart Council, and Funding teams.
- Maintain high host/mentor retention and satisfaction; oversee the Host Gold Standard Award system.
- Mediate host–intern or mentor–mentee challenges with diplomacy and constructive advice.

7. **Marketing & Communications**
   - Lead marketing content strategy across newsletters, social media, and direct communications to employers, staff, and Scholars in partnership with the Marketing Officer.
   - Ensure all programme web content remains accessible, engaging, and up to date.

8. **Training, Workshops & Student Advisory**
   - Design, update, and deliver workshops on internship and mentoring best practices, incorporating AGCAS standards and sector insights.
   - Provide sensitive, tailored 1-on-1 advisory support to Scholars navigating complex career or placement challenges.

9. **General Operations**
   - Undertake other duties appropriate to the grade, including supporting wider Internship Office initiatives as needed.

Selection criteria

Essential selection criteria

a. Data analysis and report writing

- Proven ability to analyse, manipulate and present complex raw data (e.g., using excel) to evaluate programme performance and inform continuous improvement and monitor
- Experience of writing clear, structured project reports and summaries for Head of Internship office, senior stakeholders in the University and external stakeholders.

b. Communication & Stakeholder Engagement

- Excellent written, verbal, and interpersonal communication skills, with the ability to engage confidently and professionally with diverse audiences (students, senior university staff, academics, and employers).
- Strong cross-cultural awareness and an empathetic, sensitive approach when supporting students from diverse widening participation backgrounds or resolving complex student/employer issues.

c. Initiative, Leadership & Line Management

- Demonstrated ability to work independently, exercise sound judgment, and proactively resolve problems under minimal supervision.
- Strong organisational skills to prioritise demanding workloads, manage competing deadlines, and lead projects from planning through to delivery.
- Experience in (or a clear capacity for) line managing and supporting staff, including delegating work, setting goals, and encouraging professional development.

d. Digital Content & IT Proficiency

- Advanced proficiency in standard office tools: Excel (for data analysis and tracking), PowerPoint (for delivering student workshops), Word, and Outlook/Teams (for email and calendar management).

- Experience writing and publishing clear, engaging content across web pages (using a web content management system), newsletters, and social media, with an awareness of web accessibility standards.

Desirable selection criteria

a. Experience of working in Higher Education administration administering student programmes, including familiarity with university structures, academic term cycles, and managing administrative processes for student-facing services.

b. Experience of working with university students. Particularly in an advisory, developmental, or supportive capacity, with an understanding of student needs and widening participation contexts.

c. Experience delivering workshops/information sessions. Confidence in facilitating engaging group sessions, presenting information clearly, and guiding participants through interactive content.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: https://www.ox.ac.uk/about/jobs/explore-our-careers/applications-process/pre-employment-screening

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit https://www.ox.ac.uk/about.

Careers

Careers, University of Oxford, is probably the oldest such service in the UK, serves over 26,500 Oxford-based clients; many hundreds of employers seeking to attract and recruit undergraduates, postgraduates, research staff and alumni; and the colleges, faculties and departments of the University.

Our priorities are to help applicants and employers to make the best, most informed decisions to their mutual benefit. Part of this involves preparing students to apply for and to secure employment – whether it is internship/work experience or full-time permanent posts.

Student employability is central to our mission. It is arguable that one of the key success measures is related to two measures in the Teaching Excellence Framework (TEF), ie, % employed, six months after leaving, in any or in graduate-level work However, since there are many inputs to this measure, we translate this to mean that the main role for the Service in this area is to provide students the opportunities to improve their employability.

We are particularly evidence based: biannual surveys of students, regular surveys of employers, university colleagues and alumni, all inform our activities. The needs of employers and desires of students change and we react accordingly.

Division

The Academic Administration Division (AAD) is the University's group of services focused on students and learning. We provide support and information that students need to thrive in their academic and personal lives, and encourage the professional and educational development of our staff. We operate in close collaboration with colleagues in central, divisional, departmental, and college administration, as well as with academic staff and students.

The AAD's work supports the student career from pre-admission through to graduation and beyond, and promotes the development of coherent systems and services across Oxford to underpin this. We focus on:

- **Student recruitment**: Attracting the best undergraduate and postgraduate students through outreach and admissions, and advising students through the admissions process.

- **Student services:** Offering high-quality services to students once they arrive at Oxford, including counselling and disability services, sports, language courses, a careers service, and fees and funding.

- **Student administration:** Managing the University's student data, registration, examinations, and degree ceremonies, advising on visas and immigration; and developing our student systems.

- **Educational policy**: Helping to develop and implement educational policies, upholding legislation, and providing quality assurance.

We also **support academic and professional staff** and the wider Oxford community through our language, sport, and professional and educational development services.

The AAD comprises: Careers, Education Policy Support, Graduate Admissions, the Language Centre, the Oxford Learning Institute, Fees and Funding, Student Registry, Student Systems, Student Welfare and Support Services, Undergraduate Admissions and Outreach, and University Sport. They are supported by two professional support functions: AAD Administration and AAD Communications.

For further information about the AAD, please see www.admin.ox.ac.uk/aad/

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website https://www.ox.ac.uk/about/jobs/explore-our-careers/applications-process/how-to-apply

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Interviews will be held in person on Tuesday 1st December 2026.

Information for internal candidates

If you currently work at the University please note that:

- as part of the referencing process, we will contact your current department to confirm basic employment details including reason for leaving and information about your performance.
- although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full time post. If you are offered this post, and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.
- Before applying for this post, you are advised to read the Internal Mobility Principles. The principles promote good practice for moving into professional services roles, and are designed to provide clarity on expectations for managers and individuals.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at:
https://www.ox.ac.uk/about/jobs/explore-our-careers/applications-process/support-with-online-applications

Non-technical questions about this job should be addressed to the recruiting department directly
hello@careers.ox.ac.uk

To return to the online application at any stage, please go to: https://www.ox.ac.uk/about/jobs/explore-our-careers/applications-process/how-to-apply

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy. The University's Policy on Data Protection is available at: https://compliance.admin.ox.ac.uk/data-protection-policy.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: https://unioxfordnexus.sharepoint.com/sites/OXINTRANET-working-here/SitePages/the-ejra.aspx

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equal Opportunity

The University of Oxford is committed to equal opportunity, and to being a place where everyone belongs and is supported to succeed. We recognise how the diversity of our community enriches our ability to deliver on our academic mission.

We welcome applications from individuals from all backgrounds, including those under-represented within higher education. No applicant or members of staff shall be unlawfully discriminated against on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Employment with the University and progression within employment will be determined according to personal merit and the application of criteria related to the duties and conditions of the post. In all cases, the primary consideration will be the ability to perform the job.

As stated in the University's Equality Policy and Equality, Diversity and Inclusion Strategic Plan, our commitment to equality and diversity goes hand in hand with our commitment to academic freedom and free speech.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, flexible working options, support for sustainable travel and other discounts. Staff can also access a huge range of personal and professional development opportunities. See https://www.ox.ac.uk/about/jobs/working-here .

Employee Assistance Programme

As part of our wellbeing offering staff get free access to a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more at https://www.ox.ac.uk/about/jobs/life-in-oxford/healthcare-and-wellbeing

University Club and sports facilities

Membership of the University Club is free for University staff. It offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and https://www.sport.ox.ac.uk/.

Information for staff new to Oxford

Please see our Life in Oxford webpage for information on relocating to and settling into the Oxford area. The website offers valuable guidance, including information on where to find more details about housing, transportation, finances, healthcare, and other key aspects of living in Oxford and the surrounding region. See https://www.ox.ac.uk/about/jobs/life-in-oxford

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See https://www.ox.ac.uk/about/jobs/explore-our-careers/applications-process/visas-and-immigration

Family-friendly benefits

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector (see https://www.ox.ac.uk/about/jobs/explore-our-careers/applications-process/terms-and-conditions-of-employment Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high-quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See https://www.ox.ac.uk/about/jobs/life-in-oxford/childcare-and-schooling/childcare

Supporting disability and health-related issues

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at https://edu.admin.ox.ac.uk/support-for-disabled-staff. The Staff Disability Advisor can be contacted at staffdisability@admin.ox.ac.uk

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more https://www.ox.ac.uk/research/support/researcher-hub/about