JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Department Manager</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>English</td>
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<tr>
<td>Grade:</td>
<td>7</td>
</tr>
<tr>
<td>Accountable to:</td>
<td>Head of Department/School and Academic Registrar</td>
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<tr>
<td>Line Manged by:</td>
<td>Head of Department/School</td>
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</tbody>
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Purpose of the Post

Academic Schools/Departments at Royal Holloway form an integral part of our student service delivery model. Along with colleagues in the Student Centre they are expected to be the authority on academic and non-academic service provision respectively and deliver all front facing services to staff and students.

The Academic Departmental Administration at Royal Holloway is organised into three Faculties. This post is based within the School/Department of English and is part of a single professional service which supports the student journey.

Purpose of Post

A fundamental role of the School/Department manager is to act as the main interface between their academic School/Department and wider Professional and Student services teams. They will be expected to foster a relationship of knowledge, trust and understanding between these service areas; working collaboratively with colleagues to continuously improve the experience for academic staff and students at Royal Holloway.

The School/Department manager will work alongside the Head of School/Department (HoS/D) providing high level advice to enable the HoS/D to fulfil their academic leadership responsibilities, including deputising for the Head on operational matters as appropriate.

Key Tasks

To work in close collaboration with the HoS/D to successfully fulfil the following duties and responsibilities:

1. Deliver a customer-focused service for students and staff, acting as the first point of contact and authority for matters relating to academic service provision, ensuring that there is adherence to all relevant internal and external policies and regulations, and managing the effective administrative operation of the School/Department.
2. Play a leading role in implementing relevant key objectives arising from College strategic plans including major projects such as the Student First programme; advising on the evolution of these plans; and working with colleagues to develop, improve and implement the underpinning operational policies, successfully managing change as necessary.

3. Line manage the School/Departmental administrative staff, ensuring that they are well motivated, and have opportunities for development and that they meet service standards.

4. Act as the point of authority on all academic administrative, regulatory and policy matters in relation to the academic provision, including the management of quality assurance and enhancement activities in order to ensure that academic quality standards are maintained and in compliance with internal and external accreditation requirements.

Communications
5. Be responsible for overseeing effective and consistent communications within the Department/School, with the Faculty, the wider college, students and outside organisations including playing a key role in the promotion of the Department/School to support recruitment activities.

6. Develop effective networks and working relationships with internal colleagues, external networks and professional bodies, sharing good practice, as required.

Research support
7. Support academic staff with research grants, as required, in line with advice and guidance from Research & Enterprise, including the preparation and submission of grant applications, the recruitment of fixed term staff, and ensuring that research funds are managed in accordance with sponsors’ terms and conditions.

Financial management
8. Ensure that there are effective established financial controls and take responsibility for overseeing the School/Departmental budget expenditure.

9. Provide high-level advice on financial planning to academic colleagues and to the Head of School/Department.

10. Liaise with the Finance Department to ensure that financial transactions conform to the College’s Financial Regulations.
**Human Resources management**

11. Manage and co-ordinate the hiring of visiting staff and casual staff, working with the Human Resources Department on employment contracts and right to work checks.

12. Liaise with the Human Resources Department to ensure that there is compliance with legal requirements and good practice.

**Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.