JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Scholarship Officer</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Marketing and Communications (Admissions and Applicant Services)</td>
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<tr>
<td>Job type</td>
<td>Professional Services</td>
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<tr>
<td>Grade:</td>
<td>Grade 6 (0.6 fte)</td>
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<tr>
<td>Accountable to:</td>
<td>Admissions Manager (Undergraduate)</td>
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<tr>
<td>Accountable for:</td>
<td>N/A</td>
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Purpose of the Post

The post holder will be responsible for Royal Holloway’s central scholarship provision which sits in the Admissions and Applicant Services section of the Marketing and Communications Directorate. This post will be required to provide a full administration service for all aspects of these internal scholarships and to act as a coordinator for all external partnership scholarships.

Key Tasks

1. Act as first point of contact for all matters related to Royal Holloway’s undergraduate and postgraduate scholarships, excluding department scholarships;
2. Create a positive image of the college by being responsive and prompt in providing advice to, and responding to requests from scholarships applicants and external scholarship providers and referring complex matters to the Assistant Director: Admissions and Applicant Services;
3. Be the named contact for all external scholarship providers and build up a good working relationship to ensure future partnership opportunities are not put at risk;
4. Ensure that information about both internal and external scholarships is available on Royal Holloway’s website and work with Communications and Marketing colleagues to create and coordinate accurate content, consistent with Royal Holloway’s brand guidelines which could be embedded into promotional materials for use by Regional Managers and recruitment agents;
5. Manage and maintain excellent relations with the external scholarship providers on all aspects of the scholarships, including getting confirmation of the terms and conditions of the scholarship, the scholarship amount, the eligibility criteria and any special requirements that Royal Holloway needs to be aware of;
6. Provide training to the Admissions and Applicant Services Advisors, Regional Managers and international recruitment agents on scholarship provision each cycle;
7. Update the scholarship terms and conditions on an annual basis and make these available to scholarship applicants;
8. Proactively manage all aspects of the scholarship application process, including notifying applicants of their application outcome and updating this on Royal Holloway Direct;
9. Provide Student Fees with accurate records of awardees and ensure that any terms of scholarships have been met by the recipients;
10. Act as the contact point for key international feeder schools, where required and work closely with Student Recruitment Regional Managers on the management of scholarships aimed at these schools;
11. In conjunction with senior staff within the Directorate, take a lead in evaluating the effectiveness of Royal Holloway’s scholarship provision which fall within the remit of the Directorate and make recommendations to the Assistant Director (Admissions and Applicant Services) for future developments in this area;
12. Work with colleagues across the College to ensure that systems and processes are in place to support the effective promotion and administration of Royal Holloway’s scholarship provision and to meet the reporting requirements of external funding bodies and internal committees;
13. Proactively horizon scan opportunities for external scholarships, liaising with Student Recruitment Regional Managers about any in-country scholarship lists in order to increase the visibility of Royal Holloway;
14. Undertake research on competitors’ scholarship provision and make recommendations on any opportunities for improving current practice;
15. Undertake other tasks and specific projects as determined by the Assistant Director (Admissions and Applicant Services) as required.

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 outside normal working hours to meet scholarship deadlines. This will include certain holiday embargo times around key dates.

Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:
- External scholarship providers
- Scholarship applicants
- Associate Deans
- Academic Departments
- International Recruitment Managers
- Student Fees