JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Administration Officer (Graduation &amp; Invigilation)</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Student Administration</td>
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<tr>
<td>Job type</td>
<td>Professional Services</td>
</tr>
<tr>
<td>Grade</td>
<td>6</td>
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<tr>
<td>Accountable to:</td>
<td>Student Administration Manager (Exams and Graduation)</td>
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<tr>
<td>Accountable for:</td>
<td>n/a</td>
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Purpose of the Post

Student Administration is responsible for all central administrative functions involved in the student lifecycle, including Enrolment, Academic Timetabling, Examinations, Graduation Ceremonies and Research Degree Administration; it also contains the Student Services Centre, which provides a central point of contact for students.

The Student Administration Officer (Graduation & Invigilation) role is responsible for providing specialist administrative support for graduation and invigilation under the direction of the Student Administration Manager (Examinations and Graduation).

Key Tasks

Graduation

- Organising the Summer and Winter Graduation Ceremonies, including maintaining the operational calendar and ensuring that key milestones are met.

- Working closely with other sections of the College including Academic Departments, Conferences and Catering, Events, Alumni, Communications and Facilities to ensure the successful delivery of the ceremonies.

- Acting as secretary to the Graduation Ceremonies Operational Group and the Graduation Ceremonies Steering Group.

- Organising the tender process to procure external services for the ceremonies. This includes Photography, Gowning, Music and Audio Visual provision.

- Co-ordination of the Graduation Ceremonies communications including communications to students and College staff, information on the Royal Holloway web pages and the production of the ceremony publicity materials.

- Timetabling the Graduation Ceremonies for Summer and Winter.
- Managing the Graduation booking site and ensuring that the providers of the site meet their contractual obligations.

- Reporting and processing student data in order to produce invitations to graduation, the Roll of Graduands and the graduation registration lists.

- Managing the handling of queries from students and staffing in relation to the Graduation Ceremonies, including training the Student Services Centre team.

- Timetabling the recruitment of staff to support the running of the Graduation Ceremonies.

- Managing and running the training sessions for casual and College staff involved with the ceremonies

- Supporting the Student Administration Manager (Examinations and Graduation) in running training for the Platform Party, including the Senior Management Team and Heads of Academic Departments

- Acting as the key point of contact during the Graduation Ceremonies.

### Invigilation

- Managing the administration of the recruitment, appointment and payment of invigilators for college examinations in liaison with Human Resources.

- Maintaining a database of information containing invigilator contact and employment information.

- Producing the invigilation timetable, ensuring that all examination venues are appropriately staffed. This includes timetabling Examination Access Arrangement venues with specialist staff.

- Managing and running the training sessions for all staff acting as invigilators.

- Overseeing the operational management of invigilators during the examination periods, including acting as a first point of contact for invigilators.

### Other Duties

- Producing the College Pass Lists to enable the production of degree certificates by the University of London Diploma Production Office.

- Responsibility for the set-up of student records for intercollegiate students on Royal Holloway courses.

- Documenting procedures and developing processes relating to graduation and invigilation.

- Maintaining an up to date knowledge of Higher Education issues and developments in relation to graduation and invigilation.

- Assisting the team in the smooth running and administration of the examinations.
• Working flexibly during peak work periods and key events.

Admin Services:

All members of Student Administration are expected to assist with the key events run by Student Administration; Enrolment, College Examinations and Graduation and are expected to work as a team.

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.

Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:

Internal
• Academic Departments
• Conferences and Catering
• Events
• Alumni
• Marketing & Communications
• Facilities
• HR
• Student Services Centre

External
• External companies whose services are contracted for Graduation such as:
  • AV company
  • Gown Hire company
  • Photography company
  • Graduation Memorabilia companies