JOB DESCRIPTION

Job Title: Senior ISG Administrator

Department / Unit: School of Mathematics and ISG/Information Security Group (ISG)

Job type Professional Services

Grade: 6

Accountable to: School Manager

Accountable for: None

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.

Working in the School administration team, the Senior ISG Administrator will be responsible for delivering an effective and efficient service to both staff and students.

Key Tasks

Service Delivery / Planning & Organising Resources / Analysis and Research / Teamwork and Development / Pastoral Care

- Plan and prioritise own workload (with knowledge and understanding of the academic cycle) and in response to ever-changing and multiple conflicting priorities as they arise.
- Provide PA support and ad-hoc administrative support to the ISG HoD.
- ISG student administration and main point of contact for current ISG students.
- Acquire an awareness of ISG teaching structures and ensure students not on standard teaching structures are delivered an efficient service minimising and anticipating problems that may occur (e.g. CPD programme: block mode and its implications on timetabling, the admissions process and tutorial fees). Look for ways to solve problems related to special ISG teaching structures as they arise.
- Monitor ISG and alumni inboxes responding to student enquiries.
- Support the ISG Programme Director with academic administration as required along with any other ISG academics. Act as timetabling assistant in liaison with the ISG Programme Director as and when required.
- Service the School PGT Student Staff Committee and any others as and when required.
- Provide confidential, pastoral care to students requiring additional support, give advice when appropriate or signpost to relevant services as necessary.
- Act as examinations assistant in liaison with the Senior ISG Administrator.
- Use Banner and Moodle in relation to student administration and academic support, including registrations / marks processing / Moodle access and anything else as required.
- Take responsibility for financial administration via Agresso: placing orders, maintaining financial records, raising requisitions, purchase orders, paying invoices etc.
- Update course specification forms once a year.

**Communication / Liaison / Teamwork and Development / Decision making / Knowledge and expertise / Teaching and Learning Support / Initiative and Problem Solving**
- Attend relevant College training and stay up to date on various systems (Scientia, Oncilla, Agresso etc.)
- Communicate detailed information effectively regarding College systems to others extracting relevant information when required and passing it on to the receiver effectively.
- Conduct informal training and give advice as required on all office procedures including the introduction of new college systems where appropriate for new staff and existing staff to improve performance/procedures.
- Providing cover for other members of the School's admin team including the School Manager during peak periods and staff absence (as and when 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 at any of the locations at which the business of Royal Holloway is conducted.

As this role will be a job-share, the post holder will be required to liaise with their job-share partner regarding any relevant workload crossovers.

**Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with:
- Academics and Professional Services staff within own School/Department
- Colleagues within other Academic Schools/Departments
- Students
- ISG Programme Director
- ISG Head of Department