**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Academic Administration Hub Manager</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>8 (Part-Time - 0.6 FTE)</td>
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<td>Accountable to:</td>
<td>The Director of Student Administration</td>
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<tr>
<td>Accountable for:</td>
<td>Appeals &amp; Investigations Officer</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 Academic Administration Hub is responsible for the liaison between Student Administration and staff in Academic departments. This includes the provision of central support and training and the student academic appeals and academic disciplinary investigation processes.

**Key Tasks**

- Building and maintaining relationships with academic departments to improve the way in which central professional services work and communicate with the academic departments and encourage collaborative working across the College.

- Working collaboratively with the Senior Department Managers to:
  - Identify and implement improvements to processes which cross academic departments and professional services.
  - Promote best practice across academic departments through knowledge sharing initiatives.

- Developing and managing the Academic Administration Hub to provide central support and training to staff in academic departments. This will include the following activities:
  - Coordinating training available to academic departments from Student Administration and potentially other Academic Services.
  - Developing web resources available to staff in academic departments.
  - Developing the Academic Administration Hub Act as a first point of contact academic department staff in relation to Academic Services to ensure they are referred to the appropriate contact.
• Managing and providing leadership to the Academic Administration Hub team. This includes:
  o Providing strategic direction to ensure that there is a culture of constant improvement.
  o Setting service standards and monitoring performance against these standards and identifying improvement and enhancement opportunities.
  o Line managing individuals within the Academic Administration Hub team.
  o Develop the team to meet the changing requirements of the College.
  o Responsibility for the recruitment, selection, induction, and probationary review of the Academic Administration Hub team.

• Managing the design and implementation of a staff communications strategy, to improve the communications that are sent out from central services. This will include oversight of all communications to staff from Student Administration and potentially other Academic Services.

• Developing mechanisms for staff in Academic Departments to feedback on Academic Services processes to ensure effective integration with Departmental practices.

• Identifying documents for which standardised templates can be produced and oversee the production of template documents, including Student Handbooks.

• Overseeing the student academic appeals and assessment offence investigation processes, providing guidance and assistance to the Investigations & Appeals Officer as required.

• Leading on special projects related to the development of academic administrative services.

• Responsibility for ensuring that processes are in compliance with relevant legislation, including the Data Protection Act, the Equality Act, and Consumer Law as outlined by the Competition and Markets Authority Guidance, and UK Visa & Immigration legislation.

• Maintaining an up to date knowledge of issues affecting student services in the Higher Education sector actively develop external and internal staff networks.

**Other Duties**

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 – Administrative and Academic Staff
- Academic Services Departments, including:
  - Student Services
  - Careers
  - Library Services
  - Academic Quality & Policy Office
- IT
- Marketing & Communications

**External:**
- HE Network groups