# Job Description

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Faculty Administrator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department / Unit:</td>
<td>School of Modern Languages Literatures and Cultures</td>
</tr>
<tr>
<td>Job type</td>
<td>Academic Administration</td>
</tr>
<tr>
<td>Grade:</td>
<td>5</td>
</tr>
<tr>
<td>Accountable to:</td>
<td>Department Manager</td>
</tr>
</tbody>
</table>

## Purpose of the Post

Administration at Royal Holloway is organised into three Faculties and central College sections. This post is based within the Faculty structure and will be part of a team responsible for the smooth running of the Faculty and the support it provides to the College administration. Royal Holloway has a robust and thriving staff development and promotion procedure and encourages staff to gain experience across the administration of the College.

The post holder will be responsible for many tasks which vary in accordance with the administrative requirements throughout the academic year.

## Post holder key responsibilities:

The post holder to have two key responsibilities and

- provide support for the running of the Liberal Arts programme and support to the programme director for Liberal Arts.
- Provide support for the running of the year abroad process.
- provide support with Social Media communication.

## Key Tasks

Below are a range of duties that are also part of the remit of the post:

### Tasks

**Communication/Teamwork/Liaison**

- Contact for external and internal student enquiries
- Liaise with departmental staff and College central services
- Updating departmental web pages
- Support and advice for the Admissions Tutor on UG admissions
- Communication with new and current students prior to Welcome week
- Social Media skills: Support with (Facebook, Twitter, Instagram)
- Provide support for updating the web pages for Languages for All
- Provide support for updating the Online Store for Languages for All
• Assisting, and liaising with, the central admissions team with respect to UG applications
• Assisting, and liaising with, personal tutors and all academic departmental staff and college professional services

Service Delivery
• Registration of student course choices
• Administration of assessed coursework/submissions
• All types of filing
• Secretary for various committees and staff/student committees

Decision Making/Initiative & Problem Solving/Analysis & Research
• Support to Health and Safety coordinator in the School (will provide necessary training)
• Support in Monitoring student attendance and attendance tracking in accordance with UKVI and Tier 4 reporting requirements
• Placing Agresso orders

Planning and Organising Resources
• Planning and coordinating student options
• Organising Welcome Week inductions sessions
• Organising with others Visiting Applicant Days
• Organising conferences as required
• Organising Social events
• Supporting exam process and Assisting the Chair of Exams and Exams Officer by entering marks on Gradebook and checking up non-submission of assignments

Sensory and Physical Demands/Work Environment
• Maintaining stationery and other supplies
• Database and spreadsheet entry
• Use of College Systems e.g. Banner, Infoview, Agresso, online shop system, Moodle, dashboard, Oncilla

Pastoral Care and Welfare
• Signposting students to College services

Any other duties as required by the line manager or Head of Department that are commensurate with the grade.

This task list should be read in conjunction with the appropriate “RHUL HERA Grade Role Profile”.

As the needs of the College change so the above range of tasks, duties and location of the post within the Faculty Administration will be adjusted following discussion with the post holder.

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.