**JOB DESCRIPTION**

<table>
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<tr>
<th>Job Title:</th>
<th>Administrative Officer</th>
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<td>Department / Unit:</td>
<td>Academic Services</td>
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<td>Grade:</td>
<td>5</td>
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<td>Accountable to:</td>
<td>Administration Manager, Academic Services</td>
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**Purpose of the Post**

Academic Services is an umbrella directorate which draws together a broad range of areas which are core to the student lifecycle. Its mission statement defines Academic Services thus:

*To take the lead in fostering an inspiring, rewarding and fulfilling student experience which enables students to succeed academically, personally and professionally.*

The Administrative Officer will sit within the Academic Services Administration Team which provides administrative support to the following sections within the directorate:

- Academic Quality & Policy Office (AQPO)
- Centre for the Development of Academic Skills (CeDAS)
- Educational Development Centre (EDC)
- Student Administration

**Key Tasks**

The focus of this role is on external examiner and quality assurance administration, secretarial support and timetabling.

The main responsibilities of the post are:

1. **External Examiner and QA Administration, in particular:**
   - Act as the lead administrator for the organisation of the College's external examiners, including liaising with AQPO\(^1\), academic departments, HR and Student Administration in order to ensure that HR and QA processes are followed and recorded effectively;
   - Provide high level support to members of the AQPO team with preparation, management and follow-up for academic reviews and audits by external agencies;
   - Provide high level support to members of the AQPO team with the operation of faculty-based quality assurance processes, as required (e.g. consultation; programme validation and review; periodic departmental review);
   - Assist members of the AQPO team with training activities, including preparation and follow up;
• Oversee the administrative support for the production and distribution of student prizes;
• Manage particular areas of work arising from occasional major AQPO projects.

2. Secretarial Support, in particular:
• Assist with the servicing of validation and review panels, academic governance committees and working groups overseen by AQPO, as appropriate;
• Print papers for AQPO related activities, with assistance from the Administrative Assistant, as appropriate;
• Service/assist with the CeDASiii Sub-board of Examiners and EDCiv Examination Boards, and liaise with the External Examiners, as appropriate;
• Service any other committees, meetings, panels and/or reviews as required.

3. Timetabling, Room Bookings and Programme/Provision Support, in particular:
• Arrange central room bookings for CeDAS and EDC teaching and assist with the creation of CeDAS student and staff timetables, as required;
• Liaise with external conveners regarding the scheduling and timetabling of the different EDC programmes and provisions;
• Oversee the booking and tracking of ad-hoc rooms for staff across CeDAS, AQPO, EDC and Student Administration;
• Oversee the booking of non-central meeting rooms used by CeDAS, AQPO, EDC and Student Administration, e.g. in International Building;
• Prepare, update and maintain CeDAS student handbooks;
• Update Moodle for all CeDAS programmes and provisions.

4. Deputise for the Administration Manager and line manage casual administrative staff, as appropriate/required.

5. Where appropriate, assist and provide cover for other administrative staff within the team as required, particularly during peak periods and when cover is required due to staff absences or vacancies.

6. Any other duties as required by the line manager or heads of sections that are commensurate with the grade.

As the needs of Royal Holloway change so the above job profile, duties and location of the role within the institution will be adjusted accordingly.

**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.

**Internal and external relationships**

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

Quality Assurance
Academic Quality and Policy Office
Centre for the Development of Academic Skills
Educational Development Centre

1 Quality Assurance
2 Academic Quality and Policy Office
3 Centre for the Development of Academic Skills
4 Educational Development Centre