JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Administration Assistant (Research Degrees)</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>4</td>
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<tr>
<td>Accountable to:</td>
<td>Senior Student Administration Manager (Research Degrees and Non-standard Programmes)</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 Assistant (Research Degrees) role sits within the Research Degrees team which provides administrative support to research degree students throughout their student lifecycle.

The Student Administration Assistant (Research Degrees) role is responsible for administering the entirety of the research degree examination process.

Key Tasks

- processing the examination paperwork (e.g. entry forms / dispatch of theses / examiners’ reports / awards)
- administering the appointment and payment of research degree examiners
- maintaining records through accurate data entry onto the Student Record system
- running regular validation reports to identify issues in the data
- creating and maintaining electronic student examination files
- communicating with research degree students throughout the examination process via email and phone
- maintaining the research degree exam information on the Doctoral School webpages
- liaising closely with the Student Services Centre to enable them to provide excellent face-to-face support for students submitting their thesis
- acting as the point of contact to queries about the examination process from departmental administrators, examiners, supervisors and Directors of Graduate Studies
- training other members of the wider Student Administration team to support the administration of the research degree examination process at particularly busy times of the year
- identifying potential improvements to the current process and assisting the Senior Student Administration Manager to implement them
- billing students who are resubmitting their thesis
- co-ordinating the Research Degrees email inbox for the rest of the Research Degrees team
**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
- Student Services Centre
- Library
- Academic Quality and Policy Office

**External:**
- Research Degree examiners