JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Administration Assistant (Enrolment &amp; Records)</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>Full-time</td>
</tr>
<tr>
<td>Grade</td>
<td>4</td>
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<tr>
<td>Accountable to:</td>
<td>Student Administration Senior Manager (Enrolment &amp; Records)</td>
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<tr>
<td>Accountable for:</td>
<td>None</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.

Key Tasks

- Responsible for the processing of Student Movements (interruptions, withdrawals and change of programmes), acting as the key contact including tracking, reporting and updating forms and procedures relating to this.

- Handling student and departmental enquiries relating to Student Administration processes through the Enquiry Management System, as a key user of the system, as well as via phone.

- Creating, maintaining and auditing student files through the electronic document management system.

- Support the Student Administration Senior Manager to maintain information and reporting on data held on the student records system and other administrative systems.

- Assist the Enrolment Operations Manager in coordinating the arrangement of hiring, training and oversight of Enrolment Assistants during Welcome Week.
- Support the Visa Records Officer to carry out key validations, assign sponsorship to continuing Tier 4 visa students and complete notifications to UK Visa and Immigration as appropriate.

- Collaborate with other members of the Enrolment and Records Team to ensure key tasks are completed at peak times for Bursaries and Scholarships, Fees Billing and Attendance Monitoring.

- Responsible for maintaining the office stationery supplies, including supporting with the organisation of the examination stationery and preparation of the examination sites for the central College Examinations.

**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:**
- Student Fees Team
- IT
- Student Services
- Marketing & Communications including the Admissions Team
- Academic Departments – Administrative and Academic Staff

**External:**
- Student Loans Company
- UK Visa and Immigration