## JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Programme Administrator</th>
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<tr>
<td>Department / Unit:</td>
<td>School of Management</td>
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<tr>
<td>Grade:</td>
<td>4</td>
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<tr>
<td>Accountable to:</td>
<td>Head of Operations, Team Leader</td>
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### Purpose of the Post

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

### Key Tasks

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

#### Tasks

**Communication/ Teamwork/ Liaison**
- First point of contact for Student enquiries
- Liaise with all Academic and non-academic departmental staff
- Examination assessment process

**Service Delivery**
- Maintenance of student admin and assessment records
- Production of course documentation
- Service committees
- Administration of programmes
- Provide administrative support for teaching staff.

**Decision Making/Initiative & Problem Solving/Analysis & Research**
- Student course registration
- Monitoring student attendance and assessment submissions
- Assist Programme Directors with overall administration of courses
- Develop and refine office systems

**Planning and Organising Resources**
- Collation of Postgraduate student feedback for the Annual Review
- Assist with organisation of events including, Induction week, invigilation, social events and graduation

**Physical Demand**
- Data entry

### 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.