JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Senior Undergraduate Administrator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department / Unit:</td>
<td>School of Computer Science, Information Security and Mathematics</td>
</tr>
<tr>
<td>Job type</td>
<td>Professional Services</td>
</tr>
<tr>
<td>Grade:</td>
<td>6</td>
</tr>
<tr>
<td>Accountable to:</td>
<td>School Manager</td>
</tr>
<tr>
<td>Accountable for:</td>
<td>Undergraduate Administrator, Undergraduate Assistant</td>
</tr>
</tbody>
</table>

Purpose of the Post

Academic Schools/Departments at Royal Holloway form an integral part of our student service delivery model. Along with colleagues in the Student Centre they are expected to be the authority on academic and non-academic service provision respectively and deliver all front facing services to staff and students.

The Academic Departmental Administration at Royal Holloway is organised into three Faculties. This post is based within the Faculty of Science in the School of Computer Science, Information Security and Mathematics and is part of a single professional service which supports the student journey.

The role of the Senior Academic Administrator is to manage all administrative functions within the School/Department that apply to the student group for which they are responsible, either directly or through junior colleagues. They will be expected to work closely with colleagues in other Professional Services, to use their initiative and to take responsibility for solving problems and improving service delivery.

The Senior Academic Administrator will support the School Manager (SM) in ensuring the efficient administration of the School, including deputising for the SM and fulfilling line management responsibilities for junior colleagues as appropriate.

Key Tasks

To work with the SM to manage the delivery of administrative functions relating to Undergraduate students. This will involve:

1. Planning and implementing the student and administrative cycle of events relating to Undergraduate students in the School.
2. Line Management of colleagues, including seeking development opportunities for yourself and your team.
3. Supporting the SM with improving the administrative processes for all students across CIM and contributing to a culture of continuous improvement.
4. Contributing to College initiatives to review and improve service standards.
5. Keeping up to date with developments in the policies, processes and systems that impact on your area of responsibility; ensure that you and your team are fully conversant with current best practice.
6. Ensuring that all oral and written communications are clear, consistent and in line with College standards.
7. Developing effective networks and working relationships with internal colleagues on whose services you depend, sharing good practice, as required.

**The key areas of activity include:**

<table>
<thead>
<tr>
<th><strong>School Administration &amp; Support</strong></th>
<th>8. Financial responsibilities as agreed with your SM, such as raising purchase orders, monitoring budget expenditure and approving Purchase Orders raised by colleagues.</th>
</tr>
</thead>
<tbody>
<tr>
<td>9. Support the SM with HR administration as necessary, for example administering the visiting staff and demonstrator processes.</td>
<td>10. Provide administrative support to the Director of Learning and Teaching, including arranging and minuting meetings of the Learning and Teaching Committee and Student Staff Committee as appropriate.</td>
</tr>
<tr>
<td>11. Project manage events such as: Networking dinners, conferences, open days, colloquia, additional courses, graduation and induction. Delegate tasks across the School administration team (in liaison with SM) and oversee the co-ordination of effort on such events.</td>
<td></td>
</tr>
</tbody>
</table>

**UG Student Lifecycle Administration**

12. Responsibility to ensure that accurate Department timetabling requirements are supplied to the Timetabling Team and work with them to resolve any issues that arise.
13. Manage the processes relating to module selection and ensure that students with options receive adequate and timely support for selecting modules.
14. Oversee the administration of student records in the School including enrolment and student movement activities.
15. Manage the processes relating to attendance monitoring.
16. Ensure course leaders receive administrative support as appropriate for taught modules (hand-ins, seminar allocations etc.).
17. Manage the extension and extenuating circumstances processes within the School.
18. Take responsibility for the School exam arrangements and ensure they are made in line with requirements and to deadlines.
19. Contribute to graduation activities, including arranging School-specific celebrations.

**UG Student Support**

20. Look out for students who may require additional support; encourage them to seek assistance from relevant College services and alert these services as necessary.
21. Support the administration of the personal tutor process.
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:

- The Student Services Centre
- Student Administration
- Academic Quality & Policy Office
- Student Advisory and Wellbeing Services
- Human Resources
- IT Services
- Commercial Services
- Other professional services and academic departments