JOB DESCRIPTION

Job Title: Administrative Officer

Department / Unit: Academic Services

Job type: Professional Services

Grade: 5

Accountable to: Administration Manager, Academic Services

Accountable for: N/A

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

The focus of this role is on academic skills and e-learning provisions, data reporting, online resources and promotion and communication.

Key Tasks

1. Academic Skills and E-Learning, in particular:
   - Work with the CeDAS and EDC teams in order to manage the registration of students/participants onto academic skills and e-learning sessions;
   - Ensure attendance is tracked effectively and respond to attendance issues as appropriate;
   - Act as the main point of contact for staff and student queries in relation to academic skills and e-learning provisions.

2. Data Reporting, in particular:
   - Manage an effective and consistent approach to attendance reporting for all CeDAS and EDC programmes and provisions;
• Ensure that accurate reports are made to requests from Student Administration regarding students on CeDAS programmes who are on TIER 4 visas;
• Assist the EDC team with participant data reporting for bodies such as HESA, CLA and ESRC;
• Manage an effective and consistent approach to providing CeDAS with accurate attendee data and statistics on the academic skills provision, in order to be used for College committee papers, ARRs and planning purposes;
• Manage an effective and consistent approach to providing CeDAS with relevant programme application reports and progression information and statistics;
• Manage the allocation of Passport points within CeDAS;
• Administer an appropriate, effective and consistent approach to obtaining participant feedback across CeDAS and EDC programmes and provisions.

3. Online Resources, in particular:
• Set up and maintain bookings for CeDAS and EDC provisions, and assist with the development of the booking system so that it is fit for purpose;
• Update Moodle for all CeDAS and EDC programmes and provisions.

4. Promotion and Communication, in particular:
• Act as the web manager, overseeing and co-ordinating the maintenance of the different sections’ webpages, as required;
• Maintain and develop social media channels for sections as appropriate;
• Liaise with relevant Academic Services and Comms staff in order to co-ordinate the production of promotional materials for sections, as appropriate;
• Co-ordinate promotional activities and events for sections, as appropriate;
• Oversee internal communications within sections.

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

6. Where appropriate, assist and provide cover for other administrative staff within the Academic Services Administration Team, particularly during peak periods and when cover is required due to staff absences or vacancies.

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

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.