**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Administrative Officer</th>
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<tr>
<td>Department / Unit:</td>
<td>Academic Services</td>
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<tr>
<td>Job type</td>
<td>Professional Services</td>
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<tr>
<td>Grade:</td>
<td>5</td>
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<tr>
<td>Accountable to:</td>
<td>Administration Manager, Academic Services</td>
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<tr>
<td>Accountable for:</td>
<td>N/A</td>
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**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 providing support to the programmes run by CeDAS and EDC.

**Key Tasks**

1. Provide administrative support for, and oversight of, CeDAS and EDC’s programmes and courses, in particular:
   - Administer induction and registration activities, as well as social events for students/participants, as required;
   - Act as the first point of contact for programme enquiries from applicants, students/participants and staff, in person, email and via phone;
   - Respond to routine queries about the professional development activities offered by EDC;
   - Prepare, update and maintain student handbooks;
   - Prepare teaching materials, including printing, collation and circulation;
• Produce/proofread new documents, as appropriate;
• Maintain students’ records on the Student Record System and their student files, as appropriate;
• Administer attendance reminders and monitoring, as appropriate;
• Maintaining a log of student information, such as assessment offences, formal warnings, extenuating circumstances;
• Co-ordinate, monitor, process and record programme assessments and results;
• Co-ordinate the dispatch and recording of assessment samples for internal and external moderation;
• Ensure that the examination boards and assessment of students is in accordance with College regulations and policies;
• Administer assessment offense panels in accordance with College regulations and policies;
• Produce and issue notification of results and certificates, as appropriate;
• Respond as necessary to requests for information from other departments within the College;
• Support academic quality assurance activities for the programmes, including ensuring that requests for information are met;
• Produce and analyse admissions statistics to contribute to student recruitment and retention planning.

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

3. Under the direction of the Administration Manager, oversee the work of the team’s Administrative Assistant(s) with regards to general administrative support, as appropriate.

4. Where appropriate, assist and provide cover for other administrative staff within the team, particularly during peak periods and when cover is required due to staff absences or vacancies.

5. 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.