## JOB DESCRIPTION

<table>
<thead>
<tr>
<th><strong>Job Title:</strong></th>
<th>Undergraduate Administrator</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Department / Unit:</strong></td>
<td>Computer Science, Information Security and Mathematics</td>
</tr>
<tr>
<td><strong>Job type</strong></td>
<td>Professional</td>
</tr>
<tr>
<td><strong>Grade:</strong></td>
<td>5</td>
</tr>
<tr>
<td><strong>Accountable to:</strong></td>
<td>Senior Undergraduate Administrator</td>
</tr>
<tr>
<td><strong>Accountable for:</strong></td>
<td>Not Applicable</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 Undergraduate Administrator is to operate all administrative functions within the School that apply to the student group for which they are responsible. They will be expected to work closely with colleagues in other Professional Services, to be able to work with minimal supervision and to know when they need to seek guidance from senior colleagues.

The Academic Administrator will support the School Manager in ensuring the efficient administration of the School/Department.

### Key Tasks

To work in close collaboration your line manager to successfully fulfil the following duties and responsibilities. This will involve:

1. Agreeing clear objectives with your line manager for delivery within your area of responsibility; support junior colleagues who will contribute towards these objectives; seek development opportunities for yourself.

2. Ensuring that your oral and written communications are clear, consistent and in line with College standards.

3. Developing effective networks and working relationships with colleagues, sharing good practice, as required.
### The key areas of activity include:

#### School Administration & Support

1. Financial responsibilities as agreed with your line manager, such as raising purchase orders and holding Department Charge cards.
2. Liaise with and support various academics with specific tasks in relation to their departmental roles, in particular the Academic coordinator and First year coordinator.
3. Take the record of School Committees as agreed with your line manager.
4. Support the arrangement of School events such as: conferences, careers and alumni events as appropriate.
5. Ensure that the passport points scheme works effectively.

#### UG Student Lifecycle Administration

9. Resolve any timetabling problems encountered by individual students.
10. Allocate students to workshop/lab groups as necessary.
11. Register students on programmes and modules and record all changes to student registrations.
12. Ensure that students with options receive adequate and timely support for selecting modules.
13. Support course leaders as appropriate with administrative support for taught modules (hand-ins, seminar allocations etc.).
14. Communicate with academics on a daily basis concerning students, attendance, course and departmental related matters and updates.
15. Co-ordinate the extensions process for UG students.
16. Ensure that coursework is processed correctly, from submission to mark entry.
17. Responsibility for UG Student attendance monitoring. Observing patterns and liaising with academics / SM regarding students of concern. Chasing up students as necessary.
18. Ensure that reporting points for Tier 4 students are met.
19. Collate examinations, entering marks and scrutinizing mark entry with minute attention to detail.

#### UG Student Support

20. Look out for students who may require additional support; encourage them to seek assistance from relevant College services and alert your line manager and these services as necessary.

### 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
- Student Advisory and Wellbeing Services
- Human Resources
- IT Services
- Commercial Services
- Other professional services and academic departments