**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Administration Officer (Extenuating Circumstances &amp; EAAs)</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Student Administration</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>Student Administration Senior Manager (Assessments &amp; Graduation)</td>
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<tr>
<td>Accountable for:</td>
<td>None</td>
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**Purpose of the Post**

Student Administration is responsible for all central administrative functions involved in the student lifecycle, including Enrolment, Academic Timetabling, Examinations, Graduation Ceremonies and Research Degree Administration; it also contains the Student Services Centre, which provides a central point of contact for students.

The role of Student Administration Officer (Extenuating Circumstances & EAAs) is to act as the specialist administrative support for extensions/extenuating circumstances and exam access arrangements (EAAs) processes, under the direction of the Student Administration Senior Manager (Assessments & Graduation).

**Key Tasks**

- Administering the processes for the submission and evaluation of Extensions and Extenuating Circumstances requests from students. The processes for this are under development, however, the duties of the role are expected to include:
  - Handling departmental enquiries relating to Extensions and Extenuating Circumstances processes
  - Assist with maintaining information about Extensions and Extenuating Circumstances on Student and Staff webpages and associated guidance documents
  - Liaising with key stakeholders of the extensions process to monitor feedback
  - The administration and secretarial support of the Extenuating Circumstances Committees and Boards, including the preparation of requests for consideration.
  - Notifying students and Academic Departments of the outcomes of Extenuating Circumstances requests.
  - Working with the Student Administration Senior Manager (Assessments & Results) to ensure that the outcomes of Extensions and Extenuating Circumstances requests
are correctly recorded as part of the Undergraduate and Postgraduate results processes.

- Administering the Exams Access Arrangements processes within Student Administration, including:
  - Working with the Dyslexia and Disability Service to manage the entry and maintenance of Exams Access Arrangement information on the student record system.
    - Notifying students and their Academic Departments of approved Exams Access Arrangements.
    - Implementing approved Exams Access Arrangements for College Examinations.
    - Advising Academic Departments on the implementation of Exams Access Arrangements for Departmental Examinations.
  - Undertaking the entry and maintenance of information relating to Extenuating Circumstances and Exam Access Arrangements on the student record and associated systems and reporting data for analysis.
  - Working with the Student Services Centre team to provide advice to students on the Extensions, Extenuating Circumstances and Exam Access Arrangements processes.
  - Advising staff in academic departments in relation to the Extensions and Exam Access Arrangements processes.
  - Documenting procedures and developing processes relating to Extensions, Extenuating Circumstances and Exams Access Arrangements.
  - Undertaking the continuous review of practices and processes in relation to Extensions, Extenuating Circumstances and Exams Access Arrangements to ensure accuracy and efficiency and provide the best possible experience for students.
  - Supporting the Student Administration Senior Manager (Assessments & Results) with results processes in particular the administration of Visiting Student Results and Producing the College Pass Lists to enable the production of degree certificates by the University of London Diploma Production Office.
  - Working with the Student Administration Senior Manager (Assessments & Results) to ensure compliance with relevant legislation, including the Data Protection Act and the Equality Act.

**Other Duties**

All members of Student Administration are expected to assist with the key events run by Student Administration; Enrolment, College Examinations and Graduation and are expected to work as a team.

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.
The following list is not exhaustive but the post holder will be required to liaise with:

- Academic Departments – Administrative and Academic Staff
- Student Services
- Academic Quality & Policy Office
- IT