**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Administration Officer (Postgraduate Research Studentships &amp; Records)</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 – Full-time</td>
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<td>Grade:</td>
<td>5</td>
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<tr>
<td>Accountable to:</td>
<td>Senior Student Administration Manager (Postgraduate Research and Non-standard programmes)</td>
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</tbody>
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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.

Student Administration Officer (Postgraduate Research Studentships & Records) is responsible for the administration of postgraduate research (PGR) studentship offers and for the maintenance of PGR students’ records up to the point that they submit their thesis.

**Key tasks**

- Process nominations for both College and RCUK-funded postgraduate research (PGR) studentships. This includes updating the students’ billing information and working with colleagues in the Student Fees and Research Finance team to ensure that the correct information is in place for the payments to be actioned.
- Maintain studentship data for all current recipients up to the point that they submit their thesis.
- Monitor the balance between the College funds allocated to departments and the amount awarded, and liaise closely with the Doctoral Training Partnerships & Studentships Manager to resolve any discrepancies.
- Act as a point of contact for all research students and staff in relation to studentship queries and issues, via email and phone.
- Provide secretarial support for the PGR Studentships Working Group.
- Process student movements, such as changes of start date, changes in mode, interruptions and withdrawals for PGR students, as well as approved suspensions of regulations. This includes the accurate maintenance of information on the student record and J-es systems, including amendments to the students’ billing and the calculation of new upgrade and submission deadlines.
- Maintain and monitor the students’ upgrade and submission deadlines. Inform/remind students and academic departments of these deadlines and report any missed deadlines.
- Liaise closely with academic departments to ensure that the deadlines for research students who have transferred in from another institution are accurate. Maintain the student records for Guest Researchers. Maintain and monitor the expected end date for all PGR students.
- Act as the main point of contact for all research students and staff in relation to student movement, deadline and ‘transfer in’ queries, via email and phone.
- Maintain and develop information on the Doctoral School microsite regarding studentships and student movements.
- Disseminate information about updates to a PGR student's record to the rest of the PGR Student Administration team, the Tier 4 Student Administration Officer, Tuition Fees Billing Officer, Student Fees and/or Research Finance, as appropriate.
- Run regular validations of PGR student data and provide reports on the data for Annual Reviews and College Boards.
- Document procedures and develop processes in relation to PGR studentship administration and PGR student record maintenance. Undertake the continuous review of these practices to ensure accuracy and efficiency and to provide the best possible experience for students.

**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.

**Internal and external relationships**

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

**Internal:**
- Student Fees team
- Research Finance team
- Doctoral Training Partnerships & Studentships Manager
- Academic Quality and Policy Office
- IT
- Student Services Centre
- Academic departments – administrative and academic staff
- Senior management team