**Job Title:** Reception Administrator, Psychology (Part time, 0.64 FTE)

**Department / Unit:** Department of Psychology

**Grade:** RHUL 4

**Accountable to:** Department Manager

**Purpose of the Post**

Administration at Royal Holloway is organised into three Faculties and central College sections. This post is based within the Faculty structure and will be part of a team responsible for the smooth running of the Faculty and the support it provides to the College administration. Royal Holloway has a robust and thriving staff development and promotion procedure and encourages staff to gain experience across the administration of the College.

The post-holder will be responsible for many tasks which vary in accordance with the administrative requirements throughout the academic year. The post holder will work 5 days a week, from 10.00-2:30. (Please note this post is required to cover lunch time).

**Key Tasks**

**Communication/ Teamwork/ Liaison**

- Manning reception and related duties.
- Student enquiries.
- Work with administrators and academics on progression matters.
- Examination assessment processes.
- First point of contact for staff and visitors, providing keys, liaising with IT etc.
- Undergraduate and Postgraduate administration.
- Create Website content, as well as updating and maintenance.
- Administration for Departmental Careers Program
- Marketing related tasks
- Liaise with porters, catering, estates, and other service providers.

**Service Delivery**

- Accepting student’s work and logging it before marking.
- Attendance monitoring Administration
- Ensure the office and Department is well supplied (E.g. order goods such as paper, toners, coffee pods etc. and receipt them on arrival).
- Maintenance of student admin and assessment records.
- Produce course administrative materials (e.g. photocopying, scanning)
- Minute Taking
- Servicing committee’s
- Servicing of mid-term exams and assessments
- Produce copy for the Website, notices, posters etc.
- Deal with post and couriers.
- Assist with exam administration (including invigilation when required)

**Decision Making/Initiative & Problem Solving/Analysis & Research**

- Marketing related work
- Student course registration.
- Monitoring student attendance and assignment submission.

**Planning and Organising Resources**

- Arrange administration for Departmental open days.
- Database and spreadsheet entry.

**Physical Demand**

- Data entry.
- Filing and maintaining accurate records.

**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.