



JOB DESCRIPTION

Job Title:	Administration Manager
Department / Unit:	Academic Services
Grade:	RHUL 7
Accountable to:	Head of the Centre for the Development of Academic Skills (CeDAS) and Director of Academic Services
Purpose of the Post	
<p>The role of the Administration Manager is to oversee and manage the administrative support for four of the directorate's departments (Academic Quality & Policy Office, CeDAS, Educational Development, and Student Administration).</p> <p>Whilst each section within Academic Services has specialist administrators and professionals, the Academic Services administration team provides the general administrative support. The role is based in CeDAS as a significant part of the role is to provide high level support to the Head of CeDAS and to be solely responsible for managing the specialist support for the operation of CeDAS.</p> <p>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:</p> <p><i>To take the lead in fostering an inspiring, rewarding and fulfilling student experience which enables students to succeed academically, personally and professionally.</i></p> <p><i>We will do this by</i></p> <ul style="list-style-type: none"> • <i>bringing professional services together to deliver a seamless, consistent and high quality student journey;</i> • <i>exemplifying professional partnership and collaboration in our support of academic departments;</i> • <i>using our expertise to be future-thinking and to advise senior management.</i> 	
Key Tasks	
<p>Undertake full managerial responsibilities for the administrative team.</p> <p>Oversee and manage a broad range of activities to ensure that the core functions of the four Academic Services departments referred to above are effectively and efficiently supported.</p> <p>Set and monitor service standards.</p>	

Provide leadership in developing and maintaining a culture of continuous improvement.

Liaise and negotiate with the relevant Heads of Departments within Academic Services as necessary, in order to balance workload, make necessary improvements and to manage expectations.

Ensure that processes are in compliance with all relevant internal and external requirements, such as UKVI rules, Quality Assurance requirements and finance regulations.

Maintain an up-to-date knowledge of issues related to the Higher Education sector and developments in administrative developments at other UK HEIs.

CeDAS Specialist Support

Oversee, and manage the provision of high quality services for teaching staff and students.

Actively engage with College-wide and sector developments in the provision of services to students and lead in driving forward enhancements to the student experience in CeDAS.

Oversee and manage the administrative support provided for core activities delivered by CeDAS, including:

- the planning and organisation of induction, orientation, and registration for students;
- pre-arrival and on-course activities for students;
- data reporting and student performance tracking;
- the setting of timetables in collaboration with CeDAS teaching staff and the College timetabling staff;
- high-level support for formal assessment and exams processes, including the recording and production of results, liaison with External Examiners, and giving advice on academic regulations and policies to staff and students as appropriate;
- ensure that the department responds to QA requirements and provide support for preparations for periodic internal and external reviews.

In conjunction with the relevant Study Abroad co-ordinator, oversee and manage the administrative support provided for the Study Abroad function delivered by CeDAS;

Provide high level support to the Head of CeDAS with budget management and reporting.

General:

Attend and service committees as appropriate.

Assist with special projects as appropriate.

Any other duties as required by the Head of CeDAS or the Director of Academic Services 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.