JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Senior Administration Officer (Clinical Psychology)</th>
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<tbody>
<tr>
<td>School / Unit:</td>
<td>Psychology Department</td>
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<tr>
<td>Job type</td>
<td>Professional</td>
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<tr>
<td>Grade:</td>
<td>RHUL 6</td>
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<td>Accountable to:</td>
<td>Senior Department Manager</td>
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<tr>
<td>Accountable for:</td>
<td>Administration Assistants (Clinical Psychology)</td>
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**Purpose of the post**

The Academic Administration at Royal Holloway is soon to be organised into six School Administration teams which will be part of the Academic Services directorate; a single professional service which will support the student journey. Administration teams have been designed to provide a consistent and effective service to both students and staff. This post is to be based within the School of Life Science and the Environment.

The Senior Administration Officer (Clinical Psychology) role will be responsible for a variety of tasks and processes to support the delivery of academic programmes, specifically related to the Doctorate in Clinical Psychology (DClinPsy). The DClinPsy programme is a three year professional doctorate, the completion of which allows graduates to practice as Clinical Psychologists. The programme is a mix of academic and practical work and culminates in submission of an independent, original research thesis. Over 50% of trainees' time is spent on placement over the three years. The post holder will work directly with the Programme Director but also across all aspects of the programme, including placements, research, admissions and the academic programme, and will be responsible for overseeing the management of programme and placement records for the School.

The role holder will demonstrate a commitment to our shared vision and service standards. They will be expected to work closely with colleagues in the School of Life Science and the Environment, relevant external partners, and colleagues in other Professional Services, to be able to use their initiative and to take responsibility for solving problems and improving service delivery.

Academic administrators will support the School Manager (SM) in ensuring the efficient administration of the School. The Senior Administration Officer (Clinical Psychology) role is responsible for the key tasks outlined below.

**Key tasks**

Support student and programme administrative processes, working under the School Manager and with colleagues across the School, College and relevant external partners. The core responsibilities and skills will include:
Key Tasks:

1. Planning and implementing the student and administrative cycle of events relating to students. This will involve working with Camden & Islington Mental Health Foundation Trust in all areas for example: HR requirements and employment contracts, DBS checks, mandatory training and induction.
2. Maintaining and developing external relationships with NHS Stake Holders and Service Providers.
3. Line Management of colleagues, including seeking development opportunities for yourself and your team.
4. Supporting the SM with improving the administrative processes for all students across the School and contributing to a culture of continuous improvement.
5. Contributing to College initiatives to review and improve service standards.
6. Keeping up to date with developments in the policies, processes and systems that impact on your area of responsibility; ensure that you and your team are fully conversant with current best practice.
8. Ensuring that all oral and written communications are clear, consistent and in line with College standards.
9. Developing effective networks and working relationships with internal colleagues on whose services you depend, sharing good practice, as required.

School Administration & Support

10. Financial responsibilities as agreed with you line manager, such as raising purchase orders, monitoring budget expenditure and approving Purchase Orders raised by colleagues.
11. Support the SM with HR administration as necessary, for example administering the visiting staff and demonstrator processes.
12. Provide administrative support to the Academic team, including arranging and minuting meetings of the School Committees and Student Staff Committee as appropriate.
13. Assist with the maintenance of the School websites and social media, for example creating news articles relating to School activities.

Student Lifecycle Administration

14. Management of admissions cycle, including liaison with external partners/systems.
15. Management of the programme specific data base and records system.
16. Oversee the administration of student records including enrolment and placement activities.
17. Manage the processes relating to attendance monitoring.
18. Ensure the academic team receive administrative support research and teaching activities, such as creating, supporting a schedule of marking and course work deadlines.
19. Take responsibility for the programme exam arrangements and ensure they are made in line with requirements and to deadlines.
20. Provide administrative support for the Sub-board of Examiners, including liaising with External Examiners.
21. Manage the extension and extenuating circumstances processes within the programme, including individualised training plans due to interruptions.
22. Contribute to graduation activities, including arranging School-specific celebrations.

Student Support

23. Look out for students who may require additional support; encourage them to seek assistance from relevant College services and alert these services as necessary.
24. Support the administration of the personal tutor process.
### Other duties and expectations

School Administration teams across the College are a developing function and are expected to evolve in the coming months and years. The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College and external funding body.

The post holder may be expected to undertake other duties as appropriate and as requested by their manager, including providing appropriate cover in cases of staff absence or vacancies.

The School Helpdesk opening hours are currently within the parameters of 9am to 5pm, but are subject to regular review and may change in response to service offering and demand. All members of the School Administration team are responsible for supporting the School Helpdesk service and ensuring that it is adequately staffed during opening hours.

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 post holder will be required to work closely with all colleagues within the School of Life Science and the Environment.

The following list is not exhaustive, but the post holder will also be required to liaise with colleagues in other areas, such as:

- Camden and Islington Mental Health Foundation Trust
- British Association of Behavioural and Cognitive Psychotherapy
- Health and Care Professions Council
- Health Education England, London office and other NHS Partners
- Student Administration
- Student Services Centre
- Student Recruitment
- Admissions
- Student Advisory and Wellbeing Services
- Human Resources
- Finance
- IT Services
- Commercial Services
- Estates
- Other central services and schools