

JOB DESCRIPTION

Job Title:	Student Administration Assistant (Postgraduate Research and Non-standard Programmes)
Department / Unit:	Student Administration
Job type	Professional Services – Full-Time – Fixed Term
Grade:	RHUL 4
Accountable to:	Senior Student Administration Manager (Postgraduate Research and Non-standard programmes)
Purpose of the post	
<p>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.</p> <p>Student Administration Assistant (Postgraduate Research and Non-standard Programmes) is responsible for providing administrative support for postgraduate research and non-standard programmes, under the direction of the Student Administration Senior Manager (PGR & Non-standard Programmes).</p>	
Key tasks	
<ul style="list-style-type: none"> • Create and maintain records for students on non-standard programmes through accurate data entry onto the Student Record system • Assist with the enrolment and results processes at the beginning and end of the study lifecycle of students on non-standard programmes Identify potential improvements to the current processes and assisting the Student Administration Senior Manager to implement them • Have responsibility for the entirety of the Masters by Research examination process (e.g. entry forms / dispatch of dissertations / examiners' reports / awards) • Communicate with Masters by Research students going through the examination process via email and phone • Act as the main point of contact for queries about the Masters by Research examination process from departmental administrators, examiners, supervisors and Directors of Graduate Studies • Administer the appointment and payment of all research degree examiners • Process research degree students' upgrade to the PhD • Create and maintain the electronic student examination files • Support the Student Administration Officer (PGR) in the development and maintenance of the Doctoral School webpages. 	

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 Services Centre
- Academic departments – administrative and academic staff
- Academic Quality and Policy Office

External:

- Administrative staff at our partner institutions