JOB DESCRIPTION

Job title:	*technē* Senior Administration Officer
Department / Unit:	Doctoral School, Academic Services
Grade:	RHUL 6
Accountable to:	Doctoral School Manager (Funding & Recruitment)
Accountable for:	Not applicable

Purpose of the Post

Student Administration is responsible for delivering the core administrative functions involved in the student lifecycle, from Enrolment to Graduation. The department is focused on delivering an excellent student experience by developing and delivering effective and efficient processes to support students through their journey at the College.

The Department is composed of Student Administration Operations, the Student Services Centre, the Doctoral School, Academic Investigations and the 6 School Administrative Teams.
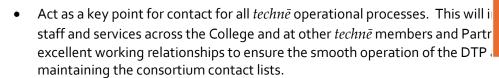
The Doctoral School at Royal Holloway provides a single professional service to support the research students' journey from application through to award and to facilitate the creation of a cohesive research student community. It is organised into three main streams:
- Research degree recruitment and funding including Doctoral Training Partnerships
- Researcher training, development and community
- Research student administration

The *technē* DTP is a consortium of nine universities in London and the south-east, led by Royal Holloway, which awards AHRC doctoral scholarships and provides training and development opportunities for students. The *technē* Senior Administration Officer is responsible for the core administrative processes associated to *technē*, including the recruitment, selection and record-keeping of doctoral students across the *technē* consortium, organising *technē* meetings, conferences and residential training events.

Key Tasks

- The administration of the selection of *technē* students at Royal Holloway and in the cross-*technē* selection process, including support of the selection panels.

- Oversee the marketing of *technē* through various channels including the *technē* website, social media (Twitter, Facebook etc.) and at recruitment events.

- Oversee and co-ordinate the annual calendar of *technē* meetings including servicing the meetings of the *technē* Management Group and other *technē* Groups.

- Oversee and co-ordinate the annual calendar of *technē* training events, coordinating training workshops and conferences for *technē* students and consortium Supervisors

- Act as a key point for contact for all *technē* operational processes. This will i[...] staff and services across the College and at other *technē* members and Part[...] excellent working relationships to ensure the smooth operation of the DTP [...] maintaining the consortium contact lists.

- Act as a point of authority *technē* DTP and all associated regulations, terms and conditions.

- Manage *technē* enquiries from students, academic staff and partner organisations.

- Manage of *technē* student records, data and documents, including ensuring that all documents are stored in an organised system with appropriate levels of accessibility

- Produce and reviewing statistical and analytical information relating to *technē* students, including the preparation of reports for the AHRC.

- Manage the administration of *technē* operational budgets, including:
  - Purchasing and transactional activities, such as requisitions and purchase orders, coding supplier invoices, journals and monitoring/approving workflow tasks.
  - Financial year-end procedures.

- Document procedures and developing processes relating to *technē* and undertaking the continuous review of practices and processes to ensure accuracy and efficiency and provide the best possible experience for applicants and students.

Other Duties and Expectations

The duties listed above may be varied from time to time as dictated by the changing needs of the College. The post holder will also be expected to undertake additional duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway or *technē* is conducted.

Internal and External Relationships

The post holder will be required to work closely with all colleagues within the Doctoral School.

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

- Administrative and academic staff in Schools
- Academic Services teams
- Marketing & Communications
- IT Services
- External training suppliers
- *technē* students
- *technē* directors and administrators, both centrally and at the *technē* member institutions
- Venues for events
- Academic staff and supervisors in *technē* institutions

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: TECHNE Senior Administration Officer   **Department:** Doctoral School

	Essential	Desirable	Tested by (Application Form, Interview, Test)
Knowledge, Education, Qualifications and Training			
High standard of education to degree level or equivalent relevant experience	X		App Form
Understanding of the HE student life cycle	X		App Form/Interview
Knowledge of Student Record Systems and related software		X	App Form/Interview
Skills and/or Abilities			
Excellent oral and written communication skills including ability to write procedures and reports	X		App Form/Interview
Excellent interpersonal skills including an ability to talk to a wide range of people with tact and diplomacy.	X		App Form/Interview
Proven ability to work as part of team and support colleagues, as well as a readiness to work on own initiative and act pro-actively	X		App Form/Interview
Good IT skills and proven ability to learn new systems and programmes	X		App Form
Excellent organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines, whilst maintaining a high level of attention to detail and accuracy	X		App Form/Interview
Proven ability to use creative problem solving techniques, identify and implement administrative improvements, and innovate and develop processes and policies to improve efficiency and customer satisfaction	X		App Form/Interview
A professional approach and manner	X		Interview
Flexibility and proven ability to respond effectively to changing requirements.	X		App Form/Interview
Experience			
Excellent customer service skills and experience of responding to enquiries and requests from a range of service users	X		App Form/Interview
Experience of communicating with students and stakeholders at various levels within an organisation			App Form/Interview
Experience of writing documents and producing analytical reports	X		App Form/Interview
Experience of attending/servicing committees and event planning and management		X	App Form/Interview
Experience of creating and updating communication materials, including webpages		X	App Form/Interview
Experience of using reporting tools, manipulating data and analysing large data sets to identify trends		X	App Form/Interview
Experience of training staff		X	App Form/Interview
Other requirements			
Committed to personal development and interested in building a career in academic administration	X		App Form
Occasional weekend or late evening working and travel to events and other external activities	X		App Form