

## JOB DESCRIPTION

<b>Job title:</b>	Doctoral School Recruitment & Scholarships Administration Manager
<b>Department / Unit:</b>	Doctoral School, Academic Services
<b>Grade:</b>	RHUL 7
<b>Accountable to:</b>	Doctoral School Manager (Funding & Recruitment)
<b>Accountable for:</b>	Doctoral School Recruitment & Scholarships Officers
<b>Purpose of the Post</b>	
<p>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.</p> <p>The Department is composed of Student Administration Operations, the Student Services Centre, the Doctoral School, Academic Investigations and the 6 School Administrative Teams.</p> <p>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:</p> <ul style="list-style-type: none"> <li>• Research degree recruitment and funding including Doctoral Training Partnerships</li> <li>• Researcher training, development and community</li> <li>• Research student administration</li> </ul> <p>The Doctoral School Recruitment &amp; Scholarships Administration Manager role will be responsible for the operational management of a variety of tasks and processes to relating to funding, scholarships, recruitment and admission of PGR students.</p> <p>They will support the Doctoral School’s vision and service standards and work closely with colleagues within the Doctoral School, other Professional Services and the Academic Schools to help provide seamless support for research students during their study. The Recruitment and Scholarship Administration Manager will support the Doctoral School Manager (Recruitment &amp; Funding) in ensuring the efficient administration of the Recruitment and Funding team in the Doctoral School and is responsible for the key tasks outlined below.</p> <p>This includes supporting the operational delivery of Royal Holloway’s UKRI (UK Research &amp; Innovation) Doctoral Training Partnerships and other sources of PGR funding, including the <i>technē</i> Doctoral Training Partnership (DTP); a consortium of nine universities in London and the south-east, led by Royal Holloway, which awards AHRC doctoral studentships and provides training and development opportunities for students.</p>	
<b>Key Tasks</b>	

To work in close collaboration with the Doctoral School Manager (Funding & Recruitment) to ensure the operational delivery of processes relating to the funding, scholarships, recruitment and admission of PGR students.

### **Team management & communications**

- Line-managing and providing leadership to the Doctoral School team. This includes:
  - Demonstrating leadership behaviours at the appropriate level in line with the College's Leadership Behaviours Framework.
  - Line managing members of the team, including providing appropriate supervision, motivation and support and identifying staff development and training needs.
  - Providing strategic direction to ensure that there is a culture of constant improvement.
  - Supporting the team in setting service standards in their areas and monitoring performance against these standards and identifying improvement and enhancement opportunities.
  - Workload management, including delegation of tasks.
  - Overseeing the team's training plan.
  - Overseeing the allocation of resources and the recruitment, selection, induction, and probationary review of the Doctoral School Team.
- Ensuring the delivery of excellent customer service to students and other stakeholders, including alignment with the College's Student First approach.
- Developing effective networks and working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required.
- Assisting the Doctoral School Managers with improving the experience for all research students and contributing to a culture of continuous improvement including College initiatives to review and improve service standards.
- Deputising for the Doctoral School Managers as and when required.

### **Research degree funding & recruitment**

- Manage the coordination and development of all streams of PGR funding and recruitment administration ensuring that these integrate with established systems and adhere to College governance and quality assurance requirements; including:
  - Working in collaboration with the Recruitment and Admissions Teams to support the Academic Schools in the recruitment and admissions processes for PGR students.
  - Provide a point of contact for advice to staff on PGR College scholarships policy and terms and conditions.
  - Provide support and advice to the Senior Management Team on the annual allocation of College scholarships.
  - Manage the end-to-end development and maintenance of processes, procedures and systems for PGR Scholarships.

- In collaboration with the Doctorial School Manager, support the development and maintenance of Doctoral Training Partnerships and Centres, specifically *technē* (outlined below).
  - Set up and manage the College recruitment and selection processes for PGR students, including for the admission to DTPs.
  - Manage the financial administration of PGR Scholarships, including the monitoring and approval of student expenses against PGR Scholarship accounts.
  - Oversee the development and maintenance of the webpages relating to RHUL PGR Scholarships and DTPs, ensuring that these provide accurate, clear information and guidance to potential applicants, currently enrolled PGR students and supervisors.
  - Take responsibility for the maintenance and accuracy of data on the Je-S system.
  - Take responsibility for the required reporting to DTPs including the monitoring of the progress of DTP students at Royal Holloway.
- Act as a point of authority in relation to funding and recruitment of research degrees students.
  - Develop and maintain an up to date knowledge of PGR funding issues and sponsorship schemes and contribute to the strategic development of new funding streams.
  - Undertake the adequate review of the PGR student experience in relation to recruitment, scholarships and funding, and provide recommendations for and implement improvements.
  - Maintain an up to date knowledge of relevant UKRI policies and procedures and communicate the relevant details effectively to students and staff, providing advice on issues.

#### ***technē* Doctoral Training Partnership**

- Support the Doctoral School Manager (Funding & Recruitment) with the delivery of the aims and objectives of *technē* DTP.
- Assist with the development and co-ordination of studentship and other *technē* competitions, including Royal Holloway internal competitions
- Administration and development of the online *technē* Application Portal.
- Develop and maintain links with other DTPs and relevant AHRC staff and groups.
- Assist in the management of the *technē* budget and finances.
- Prepare reports for a variety of audiences including the AHRC and the *technē* Management and Steering Groups.
- Servicing *technē* meetings

#### **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:

- Research Finance
- Academic Services teams
- Marketing & Communications
- IT Services
- *technē* students and administrative and academic staff at member universities
- External suppliers and venues

# PERSON SPECIFICATION



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

**Job Title:** Doctoral School Recruitment & Scholarships Administration Manager

**Department:** Doctoral School

	Essential	Desirable	Tested by
<b>Knowledge, Education, Qualifications and Training</b>			
Excellent standard of education to degree level or equivalent administrative experience	X		App Form
In depth knowledge and understanding of the HE sector and research degree student life cycle including UKRI funding mechanisms	X		App Form/Interview
<b>Skills and/or Abilities</b>			
Excellent oral and written communication skills including ability to write procedures and reports	X		App Form
Excellent interpersonal, influencing and motivational skills including an ability to work confidently and collegially with a wide range of people	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 as well as familiarity with website and social media management	X		App Form/Interview
Excellent organisational skills and ability to work under pressure, prioritise conflicting demands and meet deadlines	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
Flexibility and proven ability to respond effectively to changing requirements.	X		App Form/Interview
<b>Experience</b>			
Experience of writing documents and producing analytical reports with recommendations for action	X		App Form
Excellent customer service skills and experience of managing 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	X		App Form/Interview
Experience of attending/servicing committees and event planning and management	X		App Form/Interview
Significant 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
Experience of line management and managing or leading a team		X	App Form/Interview
Experience of budget management and a high level of numeracy.		X	App Form
<b>Other requirements</b>			
Committed to personal development and a proven interest in building a career in academic administration	X		App Form
Self-awareness of own limitations and capacity for resilience	X		App Form/Interview
Ability to work occasional weekends or late evenings	X		App Form
Willingness to travel to other <i>technē</i> universities and venues for events and meetings	X		App Form