

JOB DESCRIPTION

Job Title:	Student Administration Officer (Exam Access Arrangements)
School / Unit:	Student Administration
Grade:	RHUL 5
Accountable to:	Student Administration Senior Manager (Assessments & Graduation)
Accountable for:	N/A
Purpose of the Post	
<p>Student Administration is responsible for delivering the core administrative functions involved in the student lifecycle, from Enrolment to Graduation. The School 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 School is composed of Student Administration Operations, the Student Services Centre, the Doctoral School, Academic Investigations and the 6 School Administrative Teams.</p> <p>The role of Student Administration Officer (Exam Access Arrangements) is based in the Assessments & Graduation Team in Student Administration Operations and is responsible for administering the Exam Access Arrangements (EAAs) process and providing support for the extensions and extenuating circumstances and results processes.</p>	
Key Tasks	
<ol style="list-style-type: none"> 1. Delivering excellent customer service to students and other stakeholders, including alignment with the College's Student First approach. 2. Developing effective networks and working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required. 3. Administering the Exams Access Arrangements processes within Student Administration, including: <ol style="list-style-type: none"> a. Working with the Dyslexia and Disability Service to manage the entry and maintenance of Exams Access Arrangement information on the student record system. b. Notifying students and their Academic Schools of approved Exams Access Arrangements. c. Implementing approved Exams Access Arrangements for College Examinations. d. Advising Administration and Academic staff in Schools on the implementation of Exams Access Arrangements for School Examinations. e. Undertaking the entry and maintenance of information relating to Exam Access Arrangements on the student record and associated systems and reporting data for analysis. Including running validations to ensure that information is complete. 	

- f. Working with the Student Services Centre team to provide advice to students on the Exam Access Arrangements processes.
4. Supporting the Student Administration Senior Officer (Extenuating Circumstances & Extensions) in administering the processes for the submission of Extensions and Extenuating Circumstances requests from students. The processes for this are under development, however, the duties of the role are expected to include:
 - a. Monitoring requests received and triaging these for further consideration.
 - b. Providing secretarial support to the Extenuating Circumstances Committees and Boards.
 - c. Undertaking the entry and maintenance of information relating to Extenuating Circumstances and Extension results and outcomes on the student record and associated systems
 - d. Notifying students and Academic Schools of the outcomes of Extensions Extenuating Circumstances requests.
5. Advising Administration and Academic staff in Schools academic Schools in relation to the Exam Access Arrangements, Extenuating Circumstances and Extensions processes.
6. Documenting procedures and updating procedures relating to the Exam Access Arrangements, Extenuating Circumstances and Extensions processes.
7. Undertaking the continuous review of practices and processes in relation to Exams Access Arrangements to ensure accuracy and efficiency to deliver excellent customer service to students and other stakeholders.
8. Supporting the Student Administration Senior Manager (Assessments & Results) with results processes including the processing of Visiting Students and Non-Standard programme results and the production of results documents.
9. Supporting the delivery of College Examinations and Graduation Ceremonies as a member of the Assessments & Graduation Team, undertaking tasks as delegated by the Student Administration Manager (Exams & Graduation).
10. Working with the Student Administration Senior Manager (Assessments & Results) to ensure compliance with relevant legislation, including the Data Protection Act and the Equality Act.

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 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 is conducted.

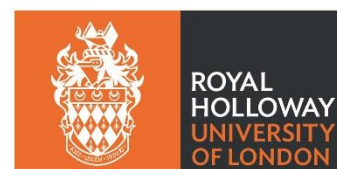
Internal and external relationships

The post holder will be required to work closely with all colleagues within Student Administration.

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

- Academic Schools – Administrative and Academic Staff
- Academic Services teams
- IT Services

PERSON SPECIFICATION



Job Title: Student Administration Officer (Exam Access Arrangements)

School: Student Administration

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

	Essential	Desirable	Tested by (Application Form, Interview, Test)
Knowledge, Education, Qualifications and Training			
Good standard of education to degree level or equivalent administrative experience	X		Application Form
Knowledge and understanding of the HE student life cycle	X		Application Form/Interview
Knowledge of Record Systems (preferably Banner) and related software		X	Application Form/Interview
Skills and/or Abilities			
Excellent IT skills and the ability to learn new programmes	X		Test
A professional approach and manner	X		Interview
Excellent interpersonal skills and an ability to work as part of team	X		Application Form/Interview
Good oral and written communication skills	X		Application Form/Interview
Excellent organisational skills and ability to work on own initiative	X		Application Form/Interview
Ability to work with accuracy and speed	X		Test
Ability to work under pressure and meet deadlines	X		Application Form/Interview
Ability to identify and implement administrative improvements	X		Application Form/Interview
Experience			
Experience of responding to enquiries and requests from a range of service users	X		Application Form/Interview
Familiarity of Student Records Systems (Preferably Banner) and related systems		X	Application Form/Interview
Experience of writing documents and producing analytical reports	X		App Form/Test
Experience of using reporting tools		X	Application Form/Interview
Experience of servicing committees		X	Application Form/Interview
Other requirements			
Committed to personal development and interested in building a career in academic administration	X		Application Form/Interview

Occasional weekend or late evening working and travel to events and other external activities	X		Application Form
---	---	--	------------------