

JOB DESCRIPTION

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| Job title: | Student & Programme Administration Officer |
| Department / Unit: | Academic Services |
| Grade: | RHUL 5 |
| Accountable to: | Student & Programme Administration Manager |
| Accountable for: | Not applicable |
| Purpose of the post | |
| <p>The Academic Administration at Royal Holloway is organised into six School Administration teams which are all part of the Academic Services directorate; a single professional service which supports the student journey. Administration teams have been designed to provide a consistent and effective service to both students and staff.</p> <p>The Student & Programme Administration Officer role will be responsible for a variety of tasks and processes to support the delivery of academic programmes. The role holder will demonstrate a commitment to our shared vision and service standards. They will be expected to work closely with colleagues and across other academic and professional services areas. They will be able to work with minimal supervision and to know when they need to seek guidance from senior colleagues.</p> <p>Academic administrators will support the School Manager (SM) in ensuring the efficient administration of the School. The Student & Programme Administration Officer role is responsible for the key tasks outlined below.</p> | |
| Key tasks | |
| <p>Support student and programme administrative processes, working under the Student & Programme Administration Manager and with the rest of the School Administration team. The core responsibilities will include:</p> <ol style="list-style-type: none"> 1. Delivering the student and programme administrative lifecycle in the School, with particular focus on academic timetabling and registration, and recruitment and admissions processes. 2. Supporting and providing training to colleagues who will contribute towards this delivery. 3. Delivering excellent customer service to students and other stakeholders, including alignment with the College's Student First approach. 4. Assisting with the development of procedures and service improvements. 5. Developing effective networks and working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required. 6. Being part of one or more Virtual Team networks run by relevant Professional Services in order to build relationships with staff working in the same functions in other schools, and to stay up to date with the latest information, training and best practice. | |

The Student & Programme Administration Officer could be tasked with any combination of the following:

Student & Programme Administration

7. Delivering academic timetabling and registration processes, such as timetabling requirements and course and activity registrations.
8. Organising teaching design and quality assurance processes, such as liaison with the SU, Societies and the running of Student/Staff Committees.
9. Servicing school committees and meetings.
10. Administering teaching and learning support and engagement processes, including co-ordinating teaching resources and tutor allocations.
11. Undertaking assessment and exams processes, for example supporting results boards, school prizes and overseeing assessment submissions and exams arrangements.
12. Administering results and graduation processes, for example the recording of marks, extensions and extenuating circumstances, results outcomes and graduation.

Central Administration Support

13. Facilitating recruitment and admissions processes, including overseeing the administration team's support with recruitment events and admissions processes, including the administration of school scholarships and bursaries.
14. Organising careers processes, such as co-ordinating the collation and inputting of Passport points and support for Alumni and Careers events.
15. Administering wellbeing and student support processes, including the implementation of DDS administrative arrangements for students.

School-Specific Administration

16. Making ad hoc bookings and arrangements for customers to use the School's specialist spaces, where applicable
17. Supporting the teaching and assessment of student performances, where applicable.
18. Assisting with arrangements for Demonstrators and Technicians, such as lab timetabling, where applicable.

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.

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, which are subject to change in response to service offering and demand.

Although each Student & Programme Administration Officer will be based in a single school, if the need arises they may be required to assist and provide cover in another school, as required, in order to ensure that an outstanding level of service is maintained across the College.

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 also be required to liaise with colleagues in other areas, such as:

- Academic Services teams
- Marketing & Communications
- IT Services
- Administrative and academic staff in other schools

PERSON SPECIFICATION

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

Job Title: Student and Programme Administration Officer

Department: Academic Services

| | Essential | Desirable | Tested by |
|--|--------------------------------------|------------------|--|
| Knowledge, Education, Qualifications and Training Good standard of education to degree level or equivalent administrative experience. Knowledge and understanding of the HE sector and student life cycle. Knowledge of Record Systems (preferably Banner) and related software. | X | X X | Application Form Application Form / Interview Application Form / Interview |
| Skills and/or Abilities Ability to work as part of team and support colleagues. Excellent interpersonal skills including a professional approach and manner and ability to use tact and diplomacy. Ability and readiness to work on own initiative and act pro-actively. Good organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines. Ability to use creative problem solving techniques and identify and implement administrative improvements. Ability to undertake tasks that require a high level of attention to detail and accuracy checking. Flexibility and the ability to respond effectively to changing requirements. Good IT skills and proven ability to learn new systems and programmes. A good level of numeracy and literacy, and proven ability to write documents such as procedures, reports and papers. | X X X X X X X X | X | Application Form / Interview Interview Application Form / Interview Application Form / Interview Application Form / Interview Application Form / Test Application Form / Interview Application Form / Test Application Form / Interview / Test |
| Experience Excellent customer service skills and experience of responding to enquiries and requests from a range of service users. Experience of communicating with stakeholders at various levels within an organisation. Experience of creating and updating communication materials, including webpages. Experience of attending/servicing committees. Experience of using reporting tools. Experience of using and manipulating data. | X X | X X X X | Application Form / Interview Application Form / Interview Application Form / Interview Application Form / Interview Application Form / Interview Application Form / Test |
| Other requirements Committed to personal development and a proven interest in building a career in academic administration. Ability to work occasional weekends or late evenings and travel to events and other external activities as required. | X X | | Application Form / Interview Application Form |