JOB DESCRIPTION

Job title: School Helpdesk Officer

Department / Unit: Academic Services

Grade: RHUL 5

Accountable to: School Manager

Accountable for: Not applicable

Purpose of the post

Academic Administration and Student Administration at Royal Holloway are both part of the College’s Academic Services directorate; a single professional service which supports the student journey.

Academic Administration is organised into six School Administration teams and a Doctoral School. This post is based within the School of Engineering and Physical Science.

Helpdesks within each School Administration team and the Student Services Centre have been designed to provide a consistent, accessible point of contact for all enquiries and services, making it easy for customers to obtain the information and assistance they require.

It is expected that Helpdesk Officers will develop a breadth of knowledge across all school and central services, as appropriate, and demonstrate a commitment to our shared vision and service standards. They will be expected to work closely with the rest of the School Administration team and colleagues in the Student Services Centre, as well as those across other academic and professional services areas. The role holder will be able to work with minimal supervision and to know when they need to seek guidance from senior colleagues.

All Helpdesks are dedicated to providing outstanding customer service, and staff in these roles are key to the success of the service.

The School Helpdesk Officer role is responsible for the key tasks outlined below.

Key tasks

Support the day to day running of the School, working under the School Manager and with the rest of the School Administration team. The core responsibilities and skills will include:

1. Managing the day to day running of the helpdesk, including real-time monitoring of services and responding to changes in demand to ensure that an effective service is provided at all times.
2. Supporting and providing training to colleagues who will contribute towards the running of the helpdesk.
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/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 areas, and to stay up to date with the latest information, training and best practice.

The Helpdesk Officer will be responsible for the following:

7. Responding to all enquiries and requests for information, made in-person, by phone or by email to a central mailbox from current, former and prospective students, as well as from staff and third parties.
8. Logging and tracking queries using a Customer Relationship Management (CRM) tool, as appropriate.
9. Ensuring that each query is resolved appropriately and in a timely manner using agreed referral and escalation processes when necessary to put students in touch with the appropriate colleagues from across the School, College and external contacts.
10. Taking a leading role in wellbeing and student support processes, providing first line pastoral support and information to students and co-ordinating referrals to Personal Tutors and central support services, as appropriate.
11. Logging IT, AV and building maintenance issues, access control, visitor parking and porter requests with campus services teams.
12. Arranging appointments for students with School academic/administrative staff, as well as with specialists in central services such as Wellbeing, Student Administration and Student Fees.
13. Contributing to the updating and creation of resources e.g. the website, social media and promotional materials.
14. Assisting with student record processes, such as the maintenance of data on the student record system and student files.
15. Recording, collating and analysing Helpdesk stats for reporting and review purposes.

The School Helpdesk Officer could also be tasked with any combination of the following:

**School Administration**

16. Co-ordinating and delivering school administration processes, for example:
   a) Greeting and registering guests and visitors to the School.
   b) Maintaining the School Calendar.
   c) Supporting school events, including conferences.
   d) Making ad hoc room and catering bookings for school meetings and events.
   e) Receipting and distributing school post and lost property.
   f) Receipting and communicating updates from school teaching staff running late or absent.

17. Administering school finance processes, for example:
   a) Purchasing and transactional activities, such as requisitions and purchase orders, school scholarships and bursaries, coding supplier invoices, journals and monitoring/approving workflow tasks on the College finance system.
   b) Financial year-end procedures.
   c) Online Store sales.
   d) Petty Cash float and collection, security and transfer of cash associated with School activities.

**Student and Programme Administration**

18. Acting as the School Administration team’s Student Wellbeing Champion.
19. Administering teaching and learning support and engagement processes through the delivery of the school/department student communications plan.
20. Supporting assessment and exams processes, particularly through managing assessment submissions through the helpdesk.
21. Assisting with results and graduation processes, such as the recording of marks.
22. Administering careers processes, including supporting Alumni and Careers events.
23. Making ad hoc bookings and arrangements for customers to use the school's specialist spaces, where applicable.

**Activities in support of the Student Services Centre**

24. Providing information and guidance on accommodation applications, policies and terms & conditions.
25. Conducting ID checks as part of student enrolment.
26. Advising on making payments for tuition and accommodation fees.
27. Completing and submitting DBS Check applications for students.
28. Advising on requesting documents and transcripts of results for current and former students.
29. Providing verification of student attendance and qualifications to external employers and agencies.

**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 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 Helpdesk Officer will be based in a single school/service, if the need arises they may be required to assist and provide cover for another helpdesk, 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 post holder will be required to work closely with all colleagues within the School.

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

- Student Services Centre]
- Academic Services teams
- Marketing & Communications
- IT Services
- Commercial Services and Estates
- Administrative and academic staff in 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:** Administration Officer

**Department:** Academic Services

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