JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Administration Manager (Enrolment Operations)</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Student Administration</td>
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<td>Grade:</td>
<td>RHUL 7</td>
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<tr>
<td>Accountable to:</td>
<td>Student Administration Senior Manager (Enrolment &amp; Records)</td>
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<tr>
<td>Accountable for:</td>
<td>Enrolment &amp; Records Team Staff</td>
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**Purpose of the Post**

Student Administration is responsible for all central administrative functions involved in the student lifecycle, including Enrolment, Academic Timetabling, Examinations, Graduation Ceremonies and Research Degree Administration; it also contains the Student Services Centre, which provides a central point of contact for students.

The Student Administration Manager (Enrolment Operations) is responsible for the operational management of the College Enrolment processes including oversight of tuition fees billing and bursaries and scholarships and for supervising members of the Enrolment and Records team.

**Key Tasks**

- Managing the operation of College Enrolment, including the main enrolment session at the beginning of the Academic Year and coordinating the enrolment for students with non-standard start dates.

- Working with the Admissions team to ensure a smooth transition of individuals from ‘applicant’ to ‘student’. This includes managing ‘No Shows’, deferral of entry and pre-arrival changes in programme.

- Membership of the Student Transitions Planning Group; working with individuals from across Professional Services to plan and implement communications, events and activities for students arriving at the College at the beginning of the Academic Year.

- Working with IT to develop and run efficient systems to support the enrolment of students. This includes acting as the business owner for ‘Online Sign-Up’, ‘Photo Upload and the ‘Validate’ software.

- Overseeing the recruitment and training of staff on enrolment and identity check processes.

- Troubleshooting issues arising from the running of enrolment, liaising with colleagues in other areas of the College where appropriate to provide timely solutions.
- Managing the enrolment chasing process to ensure all students have completed enrolment by the required deadlines. This includes:
  - Working with the Student Fees team to ensure any financial enrolment obligations are met.
  - Managing the collection of data from Academic Departments on enrolments and arrivals.
  - Overseeing the ‘Late Enrolment’ process to support students who are unable to arrive by the stated deadlines.

- Developing processes and producing training and procedural documentation for staff in Student Administration, other Professional Services and academic departments.

- Overseeing the Fee Billing process. This includes:
  - The system and procedural set-up for the billing of all students.
  - The implementation of the annual Fees Paper and associated guidance to ensure accurate billing of students in the Student Record System.
  - Liaison with and reporting to the Student Loans Company in relation to Home and EU students sponsored by Student Finance.

- Overseeing the Undergraduate bursaries process within Student Administration. This includes:
  - The system and procedural set-up for the allocation and disbursement of bursaries.
  - The review and implementation of the annual Terms and Conditions.

- Line managing Student Administration enrolment and records staff responsible for Tuition Fees Billing and Bursaries and Scholarships, including providing appropriate supervision, motivation and support and identifying staff development and training needs.

- Assisting the Student Administration Senior Manager (Enrolment & Records) in the recruitment, selection, induction, and probationary review of staff in the Enrolment and Records team.

- Assisting the Student Administration Senior Manager (Enrolment & Records) in setting service standards for enrolments and records, monitoring performance against these standards and identifying improvement and enhancement opportunities.

- Taking responsibility for the maintenance and accuracy of data on the Student Record System. This includes maintaining and validating of student record data and acting as a key point of contact in response to data queries in relation to HESA and other statutory returns.

- Overseeing current student document management, including acting as the super-user in Student Administration for the document management system.

- Ensuring that processes are in compliance with relevant legislation, such as the Data Protection Act and Equality Act, and responding to Freedom of Information requests.

- Attending and servicing committees as appropriate, including the Academic Fees and Awards Group and Travel Awards Group.
- Maintaining an up to date knowledge of HE sector related issues and developments in administrative developments at other HEIs.

- Assisting with special projects as appropriate.

### 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 are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her 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 following list is not exhaustive but the post holder will be required to liaise with:

**Internal:**
- Student Fees Team
- IT
- Student Services
- Marketing & Communications including the Admissions Team
- Centre for Educational Development of Academic Skills
- Academic Departments – Administrative and Academic Staff

**External:**
- Student Loans Company
- Local Councils