

JOB DESCRIPTION

Job title:	Doctoral School Administration Assistant
Department / Unit:	Doctoral School, Academic Services
Grade:	RHUL 4
Accountable to:	Doctoral School Programme Administration Manager
Accountable for:	Not applicable
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 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 six 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"> • Research degree recruitment and funding • Researcher training, development and community • Research student administration <p>The Doctoral School Administration Assistant role will be responsible for a variety of tasks and processes to support the research students' lifecycle and to provide support to academic research staff. This will include providing customer service to our research students at the Doctoral School Helpdesk. Helpdesks within each School administration team 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. They will support the Doctoral School's vision and service standards and work closely with colleagues across the College to help provide seamless support for research students during their study.</p>	
Key Tasks	
<p>To support research student administrative processes, working under the Doctoral School Programme Administration Manager and with the rest of the Doctoral School team. The core responsibilities will include:</p> <ol style="list-style-type: none"> 1. Supporting the delivery of the research student administrative lifecycle. 2. Delivering excellent customer service to students and other stakeholders, including alignment with the College's Student First approach. 	

3. Developing effective working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required.
4. Supporting the Doctoral School Programme Administration Manager with the smooth running of the Doctoral School office and providing administrative support to colleagues within the Doctoral School during peak times, as required.

The Doctoral School Administration Assistant could be tasked with any combination of the following:

Research Student Administration

5. Administering the annual review and upgrade processes.
6. Administering student records processes, including the maintenance of data on the student record system and student files.
7. Processing examiners' expenses
8. Running regular validation reports on areas of administration under your responsibility to identify issues in the data.
9. Acting as the main point of contact for queries from students, academic research staff, examiners and Professional Services staff.
10. Identifying potential improvements to the current processes and assisting the Doctoral School Programme Administration Manager to implement them.

Doctoral School Helpdesk

11. Co-ordinating the Doctoral School inbox, to ensure that emails are forwarded to the most appropriate person within the Doctoral School / Professional Services to respond to in a timely fashion.
12. Providing an excellent level of front-line face-to-face support to research students at the Doctoral School Helpdesk, including:
 - Ensuring that each query is resolved appropriately and in a timely manner using agreed referral and escalation processes when necessary to liaise with colleagues from across the School/Centre, College and external contacts.
 - Assisting with wellbeing and student support processes e.g. providing first line pastoral support to students arranging appointments with specialists within central support services as appropriate.
 - Taking in dissertations and doctoral theses from research students who are submitting for their exam.
 - Recording Helpdesk statistics for reporting and review purposes.

Academic School Liaison

In order to foster an excellent working relationship with research degree staff within the six Academic Schools, it is expected that you will work with one or more of the Schools on a regular basis. This will include:

13. Developing links with academic and administrative staff in the Schools.
14. Providing guidance to academic staff so that they are clear on the administrative processes they need to engage with in order to support their research students.

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 Doctoral 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 the Administration Assistant will be based in the Doctoral School, if the need arises they may be required to assist and provide cover in an Academic School 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 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:

- Administrative and academic staff in Schools
- Academic Services teams
- Commercial Services and Estates
- IT Services
- Marketing & Communications
- Wellbeing and DDS (Disability and Dyslexia Services)