JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Administration Officer (Practice Learning)</th>
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</thead>
<tbody>
<tr>
<td>Department / Unit:</td>
<td>School of Law &amp; Social Sciences, Academic Services</td>
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<tr>
<td>Grade:</td>
<td>RHUL 5</td>
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<tr>
<td>Accountable to:</td>
<td>Student &amp; Programme Administration Manager</td>
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<tr>
<td>Accountable for:</td>
<td>Not applicable</td>
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</tbody>
</table>

Purpose of the post

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. This post is based within the School of Law & Social Sciences.

The Administration Officer (Practice Learning) role will be responsible for a variety of school-specific tasks and processes to support the delivery of academic programmes, specifically related to Practice Learning in the Department of Social Work. As part of the MSc Social Work, all students undertake practice learning placements resulting from the Department’s close partnership with social work and social care agencies and local authorities, as well as neighbouring counties.

The role holder will demonstrate a commitment to our shared vision and service standards. They will be expected to work closely with colleagues in the School of Law & Social Sciences as well as those across other academic and professional services areas.

Academic administrators will support the School Manager (SM) in ensuring the efficient administration of the School. The Administration Officer (Practice Learning) role is responsible for the key tasks outlined below.

Key tasks

Support student and programme administrative processes, working under the Student & Programme Administration Manager and with colleagues across the School, College and relevant external partners. The core responsibilities will include:

1. Delivering the student and programme administrative lifecycle in the School, with particular focus on Practice Learning.
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 Administration Officer (Practice Learning) could be tasked with any combination of the following:

Coordinating the administration for the MSc Social Work placement provision, including:

7. Matching student placement request profiles with appropriate practice placement agencies/opportunities from the database.
8. Initiating contact between students and potential placement providers.
9. Organising placement induction days and preparation/call back days.
10. Allocating, where necessary and with the approval of the student and programme administration manager, off-site practice educators.
11. Instigating the process for dealing with DBS disclosures.
12. Administering and monitoring the financial placement budget.
13. Administering payments to placement providers and off-site practice educators.
14. Presenting current student details to regulatory bodies.
15. Maintaining accurate and updated placement agency spreadsheets & databases.
16. Providing updates and reports with regards to the status of placements.
17. Assisting with the maintenance of the Practice Learning website.
18. Servicing Fitness to Practice Panels, Practice Assessment Panels and Social Work Course Board meetings.
19. Acquiring and maintaining a detailed knowledge of external body regulations.
20. Administering teaching and learning support and engagement processes, including co-ordinating teaching resources and tutor allocations for the MSc Social Work programme.

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 Administration Officer (Practice Learning) 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 post holder will be required to work closely with external partners as well as all colleagues within the School of Law & Social Sciences.

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
- Human Resources
- Finance
- IT Services
- Administrative and academic staff in other schools