JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Foundation Year Administrator</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Student &amp; Academic Services / Centre for the Development of Academic Skills (CeDAS)</td>
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<tr>
<td>Job type</td>
<td>Professional Services</td>
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<td>Grade:</td>
<td>5</td>
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<tr>
<td>Accountable to:</td>
<td>Head of CeDAS</td>
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<tr>
<td>Accountable for:</td>
<td>Not applicable</td>
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Purpose of the Post

Student & Academic Services is an umbrella directorate which draws together a broad range of areas which are core to the student lifecycle. Its mission statement defines Student & Academic Services thus:

*To take the lead in fostering an inspiring, rewarding and fulfilling student experience which enables students to succeed academically, personally and professionally.*

The Administrative Officer will sit within the Student & Academic Services Administration Team and the focus of this role is to handle all Foundation Year related administrative tasks, supporting all teaching staff and students.

This role is a fractional role (0.6 FTE) and may be combined with another fractional post in the Student & Academic Services Administration Team.

Key Tasks

- Handle all student communication via the Foundation Year email account, respond to queries and liaise with teaching staff, personal tutors, Wellbeing and Student Administration where appropriate
- Liaise with timetabling, students and teaching staff with regards to any changes to the timetables
- Maintain accurate student contact list, ensure all mass communication to students is sent out in a timely and appropriate manner.
- Maintain accurate student records, records on student groupings and tutors
- Assist in monitoring student engagement, attendance and results; flag up any issues with the programme leaders and personal tutors
- Use a range of IT systems to ensure the delivery of a timely and effective service i.e. Moodle, Gradebook, Info-view, Banner, Reporting Dashboards, Turn-it-in
- Maintain accurate records of students’ DDS arrangements and ensure these are implemented and organised for assessments as required
- Produce Tracking Sheets for teaching staff for marking and moderating
- Prepare results sheets to be published on Moodle
- Be able to accurately advise students on procedures of submitting absence notifications, requesting extensions and submitting extenuating circumstances
- Prepare, update and maintain the Foundation Year Student Handbook
- Maintain accurate inventory lists of all programme related equipment such as calculators and recording equipment and organise replacement when required
- To provide managers and others as directed by the line manager with a range of reports / management information on a regular basis as related to the role
- Take minutes for departmental communication meetings
- Assist in the preparation of materials to be made available to External Examiners
- Assist in the scheduling of the Department Assessment Board, liaise with External Examiners, book meeting rooms, prepare agenda and take minutes

### Other Activities
- To work proactively as a member of the Student & Academic Services Administration Team, providing cover where necessary and working with the team to seek improvements to service delivery
- Be aware of any Data Protection Legislation relating to the role
- An occasional weekend work may be required when participating in manning the FY information desk during Applicant Visit Days, for this time will be given in lieu

### Other Duties

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 their manager or Head of Department where applicable.

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:
- Students
- Foundation Year teaching staff
- Other members of staff within the school/department and College, including Student Administration, Wellbeing
- External Examiners