



JOB DESCRIPTION

Job Title:	Student Administration Manager (Exams and Graduation)
Department / Unit:	Student Administration
Job type	Professional Services
Grade:	7
Accountable to:	Student Administration Senior Manager (Assessment & Graduation)
Accountable for:	Student Administration Assistant & Graduation Officer
Purpose of the Post	
<p>Student Administration is responsible for all central administrative functions involved in the student lifecycle, including Enrolment, Academic Timetabling, Examinations, Results and Graduation Ceremonies; it also responsible for the Student Services Centre.</p> <p>The Student Administration Manager (Exams and Graduation) is responsible for the operational management of the College Exams and Graduation Ceremonies and for supervising members of the Exams and Graduation team.</p>	
Key Tasks	
<ul style="list-style-type: none"> • Managing the operation of College Examinations, including the main Exams \period in April/May and the Summer Vacation Assessment Period in August/September. • Managing the collection of data from Academic Departments for exam/assessment related activities and ensuring that this is correctly interpreted and configured within the Exam scheduling software (currently Exam Scheduler) to produce an accurate timetable. • Maintaining expert knowledge and management of the exams timetabling system and acting as the system 'Super-User'. • Managing the integration of the exam timetabling system with other data systems to collect and validate all required data required for the creation of personal exam timetables for students. • In conjunction with the Timetabling Supervisor, managing requests for changes to the Exams Timetable and ensuring that changes are only made where appropriate in line with the Exams Timetabling Policy. • Managing the operational provision of Exam Access Arrangements for students with specific learning difficulties and disabilities in exam venues. • Managing the operational provision of Exam Access Arrangements for students with specific learning difficulties and disabilities in exam venues. • Managing the exam paper production and printing process. 	

- Oversight of the booking and set-up of exam venues in liaison with colleagues in Room Bookings/Sales and Marketing, IT Support, Security and Premises.
- Troubleshooting issues arising from the running of examinations, liaising with colleagues in other areas of the College where appropriate to provide timely solutions.
- Managing the processes associated to the investigation and reporting of Examination Offences.
- Oversight of the Exam information on the College webpages

- Managing the organisation of the Summer and Winter Graduation Ceremonies including:
 - Oversight of all administrative graduation processes.
 - Managing complaints from customers and stakeholders and negotiating resolutions.
 - Chairing the Graduation Ceremonies Operational Group
 - Attending and servicing the Graduation Ceremonies Steering Group

- Training Student Administration staff on exams and graduation processes and producing training and procedural documentation.
- Providing information, advice and training where appropriate to academic departments and the professional services on exam and graduation processes, including running formal training sessions and producing guidance for departmental staff.
- Line managing Student Administration exams and graduation staff, including providing appropriate supervision, motivation and support and identifying staff development and training needs.
- Assisting the Student Administration Senior Manager (Assessments & Graduation) in the recruitment, selection, induction, and probationary review of staff in the Exams and Graduation team.
- Assisting the Student Administration Senior Manager (Assessments & Graduation) in setting service standards for exams and graduation, monitoring performance against these standards and identifying improvement and enhancement opportunities
- 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.
- Maintaining an up to date knowledge of Higher Education exams and graduation related issues and developments.

All members of Student Administration are expected to work as a team and to assist with other duties which are commensurate with the grade, as required by the line manager.

As the needs of the College change the duties and location of the role within the College will be adjusted accordingly.

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 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:

- Other members of the Student Administration Team
- School Academic and Administrative Teams
- The Senior Management Team
- College Service Providers
- External Suppliers/Service Providers