

JOB DESCRIPTION

Job Title:	Senior Student Administration Officer (Extenuating Circumstances & Extensions)
Department / Unit:	Student Administration
Job type	Full-Time - Permanent
Grade:	RHUL 6
Accountable to:	Student Administration Senior Manager (Assessments & Graduation)
Accountable for:	None
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 6 School Administrative Teams.</p> <p>The role of the Student Administration Senior Officer (Extenuating Circumstances & Extensions) is based in the Assessments & Graduation Team in Student Administration Operations and is responsible for administering the Extenuating Circumstances and Extensions processes as well as supporting the Student Administration Senior Manager (Assessments & Graduation) in all taught student results processes.</p>	
Key Tasks	
<ol style="list-style-type: none"> 1. Responsibility for administering the College's processes for the submission and evaluation of all Extenuating Circumstances and Assessment Extensions requests from students. The duties of the role are: <ol style="list-style-type: none"> a. Monitoring requests received and deciding where they should be triaged for further consideration. This will include reviewing detailed medical evidence and approving or declining standard requests in line with College Policy. b. Overseeing the secretarial support of the Extenuating Circumstances Committees and Boards. c. Notifying students and Academic Departments of the outcomes of Extenuating Circumstances requests. d. Overseeing and undertaking the entry and maintenance of information relating to Extenuating Circumstances and Extensions on the student record and associated systems. Including running validations to ensure that information is complete. e. Working with the Student Administration Senior Manager (Assessments & Results) to ensure that the outcomes of Extenuating Circumstances requests are correctly recorded as part of the Undergraduate and Postgraduate results processes. 2. Developing and maintaining an expert knowledge of the systems used in the requesting and 	

processing of Extenuating Circumstances and Extensions. This includes:

- a. Working closely with colleagues in Student Administration & IT to ensure that systems are configured correctly for business practices.
 - b. Troubleshooting system issues and liaising with colleagues in Student Administration and IT for timely solutions.
 - c. Oversight of the access to the Extenuating Circumstances and Extensions systems; ensuring that all users are set up with appropriate access.
 - d. Working with colleagues to develop the functionality of the Extenuating Circumstances and Extensions systems.
3. Working with the Student Services Centre team to provide advice to students on the Extenuating Circumstances and Extensions processes.
 4. Advising Administration and Academic staff in academic Schools in relation to the Extenuating Circumstances and Extensions processes.
 5. Documenting procedures and developing processes relating to Extenuating Circumstances and Extensions.
 6. Undertaking the continuous review of practices and processes in relation to Extenuating Circumstances and Extensions to ensure accuracy and efficiency and provide the best possible experience for students.
 7. In collaboration with colleagues ensure that the information on the College webpages in relation to Extenuating Circumstances and Extensions is accurate and effective in communicating the Policy and processes to students.
 8. Producing and reviewing statistical and analytical information relating to extensions and Extenuating Circumstances to identify trends and potential areas for concern.
 9. Supporting the Student Administration Senior Manager (Assessments & Results) with results processes including supporting training and guidance on the results systems and processes and the checking of Exam Board documentation and decisions.
 10. Supporting the delivery of College Examinations and Graduation Ceremonies as a member of the Assessments & Graduation Team, undertaking tasks as delegated by the Student Administration Manager (Exams & Graduation).
 11. Working with the Student Administration Senior Manager (Assessments & Results) to ensure compliance with relevant legislation, including the Data Protection Act and the Equality Act.

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 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.

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 Student Administration.

The following list is not exhaustive, but the post holder will also be required to liaise with colleagues in other areas, such as:

- Academic Schools – Administrative and Academic Staff
- Academic Services teams
- IT Services

PERSON SPECIFICATION



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Department: Student Administration

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

	Essential	Desirable	Tested by (Application Form, Interview, Test)
Knowledge, Education, Qualifications and Training			
High standard of education to degree level or equivalent relevant experience	X		App Form
Knowledge and understanding of the HE student life cycle	X		App Form/Interview
Familiarity of Student Records and related systems and related software (preferably Banner)	X		App Form/Interview
An understanding of the principles of Equality and Diversity, including knowledge of relevant legislation such as the Equality Act 2010	X		App Form/Interview
Skills and/or Abilities			
Excellent IT skills and the proven ability to learn new systems and programmes	X		Test
Excellent organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines, whilst maintaining a high level of attention to detail and accuracy	X		App Form/Interview/Test
Proven ability to work as part of team and support colleagues, as well as a readiness to work on own initiative and act pro-actively	X		App Form/Interview
Ability to communicate with individuals at all levels in an organisation	X		Interview
Proven ability to use creative problem solving techniques, identify and implement administrative improvements, and innovate and develop processes and policies to improve efficiency and customer satisfaction	X		App Form/Interview
A professional approach and excellent interpersonal skills including an ability to use tact and diplomacy	X		App Form/Interview
A high level of literacy and proven ability to write documents such as procedures, reports and papers	X		App Form/Interview/Test
Flexibility and proven ability to respond effectively to changing requirements.	X		App Form/Interview
Experience			
Customer Service / Experience of responding to enquiries and requests from a range of service users	X		Application Form / Interview
Experience of writing official documents, reports and letters	X		App Form/Test
Experience of communicating with students and stakeholders at various levels within an organisation	X		App Form/Interview/Test
Experience of reviewing and developing processes to improve efficiency and customer satisfaction	X		Application Form / Interview

Experience of using reporting tools, manipulating data and analysing large data sets to identify trends	X		App Form/Interview
Experience of attending/servicing committees and event planning and management	X		App Form/Interview
Experience of training staff		X	App Form/Interview
Other requirements			
Committed to personal development and interested in building a career in academic administration	X		App Form/Interview
Occasional weekend or late evening working and travel to events and other external activities	X		App Form