JOB DESCRIPTION

Job Title:	Student Administration Officer (Module Registrations & Timetabling)
Department / Unit:	Student Administration
Job type	Professional Services
Grade:	RHUL 6
Accountable to:	Student Administration Manager (Timetabling & Course Registrations)
Accountable for:	None

Purpose of the Post

Student Administration is responsible for all central administrative functions involved in the student lifecycle, including Enrolment, Academic Timetabling, Examinations and Graduation Ceremonies; it also contains the Student Services Centre, which provides a central point of contact for students.

The Student Administration Officer role (Module Registrations & Timetabling) sits within the Academic Timetabling team which is responsible for the successful delivery of the Academic Timetable, the Examination Timetable, the ad hoc room bookings service and the module registration process.

The Student Administration Officer (Module Registrations & Timetabling) is responsible for overseeing the process of module registration for all students, providing expert support for the systems used in registering students and assisting with the maintenance and scheduling of the academic timetable.

Key Tasks

1. Overseeing the process for the registration of all undergraduate, postgraduate taught and postgraduate research students onto module and teaching activities through the student record system and/or other appropriate software. Liaising with Schools on policy questions and individual cases.

2. Scheduling and maintenance of the academic timetable, comprising of undergraduate, postgraduate taught and postgraduate research teaching activities.

3. Maintaining expert knowledge and management of the systems used in registering students onto module and teaching activities and acting as the system 'Super-User' - this requires the role-holder to have a detailed knowledge of the system(s) involved and working closely with the application specialists in IT to ensure that the system is configured correctly.

4. Ensuring that the source data for the Academic Timetable (programmes, modules and students) is reliable (querying with Schools or the Academic Quality & Policy Office as appropriate) ; that it is imported successfully into the Timetabling software; and liaising with IT to ensure that any issues (mistakes or omissions) are addressed in Banner, the Middleware and/or Enterprise as required.

5. Completing annual and termly tasks associated with the setup and maintenance of module registrations including the roll forward of modules and applying registration holds.

6. Carrying out user acceptance testing and troubleshooting on yearly roll over processes and new developments within module registrations and timetabling. This includes assisting the Attendance Monitoring team with data checks on the interfaces that link the timetabling system back to the student records system.

7. Managing the validation of records to ensure that students are registered on correct profiles of modules for their programme of study in line with the College and Programme Regulations. This includes:

    a. Creating and maintaining a set of validation reports in the reporting software.

    b. Maintaining a detailed understanding of the College Regulations and how they are applied to students on different levels of programme (UG, PGT and PGR) and liaison with the Academic Quality & Policy Office and administrative and academic staff within Schools to resolve issues.

8. Providing information, advice, training and support to academic Schools on the module registration process. Including running formal training sessions and producing guidance for School staff on using the registration systems and collating and share best-practice between Departments in regards to how they inform students of their module options, for example, Module Fairs. Manage the option module upload process.

9. In liaison with the Academic Quality & Policy Office, ensuring that CAPP structures are up to date; running and monitoring CAPP mandatory scripts; checking regularly for errors and resolving issues with Schools.

10. Oversight of communications that relate to module registrations and the publication of Academic Timetables to students, including the information on the Royal Holloway web pages. This will involve liaison with the College's Communications team to ensure that the communication are multi-channel and reach all students who will be impacted.

11. Supporting the Student Services Centre in handling queries from students in relation to module registrations and timetabling.

12. Documenting procedures and developing processes relating to the module and activity registration process and the publication of the Academic Timetable to students.

13. Undertaking the continuous review of practices and processes to ensure accuracy and efficiency.

14. Maintaining an up to date knowledge of Higher Education issues and developments related to module and activity registrations.

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 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:
- Academic Schools – Administrative and Academic Staff
- Academic Services teams
- IT Services
- Academic Quality and Policy Office