

JOB DESCRIPTION

Job Title:	Student Administration Records Assistant
Department / Unit:	Student Administration
Job type	Full-Time, Permanent
Grade:	RHUL 4
Accountable to:	Student Administration Senior Manager (Enrolment & Records)
Accountable for:	Not Applicable
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 School 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 School 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 Student Administration Records Assistant is to provide administrative support for the Student Records team including the student movements and visa compliance records.</p>	
Key Tasks	
<ul style="list-style-type: none"> • Support the administration of the processes for collecting and monitoring visa compliance activities. These will include but are not limited to supporting the Visa Records Officer with: <ul style="list-style-type: none"> ➤ Carrying out key validations, for example, checking visa and passport documents, address checks. ➤ Assigning sponsorship to continuing Student Route visa students ➤ Completing notifications to UK Visa and Immigration for changes to sponsored student circumstances, as appropriate. • Processing Student Movements (interruptions, withdrawals and change of programmes), including acting as a key contact including tracking, reporting and updating forms and procedures relating to this. • Assist the Enrolment Operations Manager in coordinating the arrangement of hiring, training and oversight of Enrolment Assistants during Welcome Week. • Handling student and departmental enquiries relating to Student Administration processes through email as well as via phone. 	

- Creating, maintaining and auditing student files through the electronic document management system.
- Undertaking the entry and maintenance of data on the student record system and associated systems, including the visa compliance validations, monitoring and records systems.
- Documenting procedures and updating procedures relating to student movements and other record processes.
- Identifying potential improvements to the current processes and assisting the Student Administration Managers in implementing them.
- Collaborate with other members of the Enrolment and Records Team to ensure key tasks are completed at peak times for Enrolment, Visa Records, Bursaries and Scholarships, Fees Billing and Attendance Monitoring.

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:

Internal:

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