### JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Senior Student &amp; Programme Administration Officer</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Academic Services / London Graduate School</td>
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<tr>
<td>Job type</td>
<td>Full Time, Permanent</td>
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<tr>
<td>Grade:</td>
<td>6</td>
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<tr>
<td>Accountable to:</td>
<td>Student &amp; Programme Administration Manager</td>
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<tr>
<td>Accountable for:</td>
<td>Supervision and/or line management of Student &amp; Programme Administrator(s)</td>
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#### Purpose of the post

The Academic Administration at Royal Holloway is organised into six School Administration teams which are all part of the Academic Services directorate; a single professional service which supports the student journey. Administration teams have been designed to provide a consistent and effective service to both students and staff. This post is based within the London Graduate School (LGS). Based in Central London, the London Graduate School houses a portfolio of Postgraduate Taught courses from a number of different Academic Schools. The School provides administrative support for staff and students based in Central London.

The Senior Student & Programme Administration Officer role will be responsible for a variety of tasks and processes to support the delivery of academic programmes. The role holder will demonstrate a commitment to our shared vision and service standards. They will be expected to work closely with colleagues in the London Graduate School as well as those across other academic and professional services areas. They will be able to use their initiative and to take responsibility for solving problems and improving service delivery.

Academic administrators will support the Head of School (HoS) in ensuring the efficient administration of the School alongside their administrative colleagues in Academic Schools. The Senior Student & Programme Administration Officer role is responsible for the key tasks outlined below.

#### Key tasks

Support student and programme administrative processes, working under the Student & Programme Administration Manager and with the rest of the School Administration team. The core responsibilities will include:

1. Operational responsibility for planning and implementing the delivery of the student and programme administrative lifecycle in the School, with particular focus on managing the induction, assessment, exams, results and graduation processes.
2. Supporting the HoS and Egham based School Administration teams with improving the administrative processes for all students and staff across the School and contributing to a culture of continuous improvement including College initiatives to review and improve service standards.
3. Supervision of team members responsible for student and programme administration, including line management responsibilities for team members under the support and direction of the School Manager/Student & Programme Administration Manager. This includes:
   a. Demonstrating leadership behaviours at the appropriate level in line with the College’s Leadership Behaviours Framework.
   b. Line managing/supervising members of the team, including providing appropriate supervision, motivation and support and identifying staff development and training needs.
   c. Providing operational direction to ensure that there is a culture of constant improvement.
   d. Supporting the team in setting service standards in their areas and monitoring performance against these standards and identifying improvement and enhancement opportunities.
   e. Workload management, including delegation of tasks.
   f. Arranging and delivering training to colleagues on student and programme administration activities.
   g. Responsibility for the recruitment, selection, induction, and probationary review of team members.

4. Delivering excellent customer service to students and other stakeholders, including alignment with the College’s Student First approach.

5. Developing effective networks and working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required.

6. Being part of one or more Virtual Team networks run by relevant Professional Services in order to build relationships with staff working in the same functions in other schools, and to ensure that you and your team stay up to date with the latest information, training and best practice.

The Senior Student & Programme Administration Officer could be tasked with any combination of the following:

**Student & Programme Administration**

7. Managing assessment and exams processes, including assessment submission, feedback and exams arrangements.

8. Managing results and graduation processes, for example the recording of marks, extensions and extenuating circumstances, results outcomes, school prizes, results boards, graduation, and overseeing assessment submissions and exams arrangements, as well as student inductions and welcome week.

9. Overseeing the management of academic timetabling and registration processes, such as timetabling requirements and course and activity registrations.

10. Responsibility for the design and delivery of systems to support the student experience from an administrational viewpoint and to aid the signposting of key services.

11. Servicing school committees and meetings.

12. Responsibility for teaching design and quality assurance processes, including liaison with the SU, Societies and the running of Student/Staff Committees and school reviews.

13. Acting as the School Administration team’s champion for Postgraduate Taught students.

**Central Administration Support**

14. Overseeing the management of recruitment and admissions processes, such as the School’s support with recruitment events and admissions processes.

15. Responsibility for wellbeing and student support processes, including the implementation of DDS administrative arrangements for students.
16. Contributing to academic investigations processes, such as implementing central requests for information and action in relation to academic investigations.

17. Co-ordinating careers processes, for example support for Alumni and Careers events.

**School-Specific Administration**

18. Managing the School's specialist spaces, including overseeing the administration of the School's specialist locations, where applicable.

19. Overseeing the School's administrative processes for arranging and supporting Demonstrators and Technicians, where applicable.

20. Work closely with Academic Schools to ensure the School based processes are implemented for both staff and student. This will include regular meetings (virtually and in person with Academic School Administration teams) to ensure the best support is provided.

**Finance & Human Resources Administration**

21. Administering school finance processes, including assisting the HoS with finance and budget maintenance.

22. Supporting school HR processes, for example absence reporting, Hourly Paid Teaching Staff (HPTS) allocations, student workers and timesheets.

### Other duties and expectations

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.

All members of the School Administration team are responsible for supporting the School Helpdesk service and ensuring that it is adequately staffed during opening hours, which are subject to change in response to service offering and demand.

Although each Senior Student & Programme Administration Officer will be based in a single school, if the need arises they may be required to assist and provide cover in another school, as required, in order to ensure that an outstanding level of service is maintained across the College.

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 the School of London Graduate School.

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

- Administrative and academic staff in other schools
- Academic Services teams
- Marketing & Communications
- Human Resources
- Finance
- IT Services