Job Title: Administrative Officer

Department / Unit: Academic Services

Job type: Professional Services

Grade: 5

Accountable to: Administration Manager (TBC), Academic Services

Accountable for: N/A

Purpose of the Post

Academic Services is an umbrella directorate which draws together a broad range of areas which are core to the student lifecycle. Its mission statement defines Academic Services thus:

*To take the lead in fostering an inspiring, rewarding and fulfilling student experience which enables students to succeed academically, personally and professionally.*

The Administrative Officer will sit within the Academic Services Administration team which provides administrative support to the following sections within the directorate:

- Centre for the Development of Academic Skills (CeDAS)
- Other Academic Services as required
Key Tasks

1. Provide administrative support for Study Abroad mobility, working closely with senior staff with oversight of Study Abroad as well as the CeDAS Administration Manager (TBC).

   You will work in conjunction with the CeDAS Study Abroad Administrative Officer to carry out key administrative tasks in these areas:

   - Outgoing Study Abroad Students incl. promotion and supporting students through the selection and application process.
   - Outgoing Erasmus+ Students incl. processing the paperwork and grant payments.
   - Incoming Study Abroad Students incl. processing course requests and finalising study plans.
   - Enquiries via Helpdesk, and via studyabroadstudents@rhul.ac.uk and erasmus@rhul.ac.uk

2. Provide administrative support for CeDAS Contemporary Britain courses (CB) by:

   - Working closely with the CB Programme Director
   - Liaising with Admissions and Student Administration
   - Monitoring student attendance
   - Providing admin support for assessments, exams and results incl. exam boards, ext. circumstances, external examiners
   - Managing CB enquiries via Helpdesk, via email inbox

3. Assist the Administrative Officer for the Integrated Foundation Year (IFY) in some or all of the following areas:

   - Liaising with Admissions and Student Administration
   - Monitoring student attendance
   - Providing admin support for assessments, exams and results incl. exam boards, ext. circumstances, and external examiners
   - Managing IFY enquiries via Helpdesk, and via email inbox

4. As needed, fulfil other admin responsibilities for the department in these areas:

   - IT, and equipment and estates
   - HR, Health and Safety
   - Support for the PDR (Periodic Departmental Review)
   - Support for departmental meetings incl. minute-taking.

5. Where appropriate, assist and provide cover for other administrative staff within the Academic Services Administration Team, particularly during peak periods and when cover is required due to staff absences or vacancies.

6. Any other duties as required by the line manager or heads of sections that are commensurate with the grade.
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<th><strong>Other Duties</strong></th>
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<td>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.</td>
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<td>The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.</td>
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