JOB DESCRIPTION

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

This role involves providing key support for the CeDAS Academic Skills Programme (ASP) and Pre-Sessional English Language Programme (PELP) as well as undertaking timetabling for all CEDAS courses.
### Key Tasks

1. **Provide administrative support for the Academic Skills Programme (ASP) by:**
   - Working closely with ASP Programme Directors and the CeDAS Administration Manager (TBC)
   - Timetabling & room bookings incl. liaison with Student Admin. and CeDAS Learning Developers re. embedded provision; arranging a cover rota
   - Managing student bookings on Moodle schedulers
   - Monitoring attendance and managing data
   - Promoting the ASP programme via e.g. the RHUL app, newsletters, school emails, intranet, social media
   - Managing all enquiries via Helpdesk and via email inbox

2. **Provide administrative support for the Pre-sessional English Language Programme (PELP) by:**
   - Working closely with the PELP Programme Director and the CeDAS Administration Manager (TBC)
   - Liaising with Admissions and Student Administration
   - Overseeing and implementing timetabling and room bookings
   - Monitoring student attendance
   - Providing admin support for assessments, exams and results incl. exam boards, ext. circumstances, external examiners
   - Managing all PELP enquiries via Helpdesk, via email inbox

3. **Provide administrative support for other CeDAS provision, in particular:**
   - Undertaking timetabling and room bookings for the Integrated Foundation Year (IFY) and the Contemporary Britain (CB) courses

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

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

4. 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.

5. Any other duties as required by the line manager or heads of sections that are commensurate with the grade.
### Other Duties

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.