 JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Administration Officer (Step Up)</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>School of Law &amp; Social Sciences, Academic Services</td>
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<tr>
<td>Job type</td>
<td>Professional</td>
</tr>
<tr>
<td>Grade:</td>
<td>5</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>Not applicable</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 School of Law & Social Sciences.

The Administration Officer (Step Up) role will be responsible for a variety of tasks and processes to support the delivery of academic programmes, specifically related to Step Up programmes in the Department of Social Work. Offered as part of the Surrey and South London Partnership, the Postgraduate Diploma in Social Work (Step up to Social Work) is a condensed programme of study that leads to a professional qualification in Social Work.

The role holder will demonstrate a commitment to our shared vision and service standards. They will be expected to work closely with relevant external partners, colleagues in the School of Law & Social Sciences, as well as those across other academic and professional services areas. They will be able to work with minimal supervision and to know when they need to seek guidance from senior colleagues.

Academic administrators will support the School Manager (SM) in ensuring the efficient administration of the School. The Administration Officer (Step Up) 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 colleagues across the School, College and relevant external partners. The core responsibilities will include:

1. Delivering the student and programme administrative lifecycle in the School, with particular focus on Step Up.
2. Supporting and providing training to colleagues who will contribute towards this delivery.
3. Delivering excellent customer service to students and other stakeholders, including alignment with the College's Student First approach.
4. Assisting with the development of procedures and service improvements.
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 stay up to date with the latest information, training and best practice.

The Administration Officer (Step Up) could be tasked with any combination of the following:

Administering PG Dip Step up to Social Work within the Department of Social Work, including:

7. Facilitating recruitment and admissions processes, for example:
   a. Acquiring and maintaining awareness of entry criteria and entry level for the admissions process.
   b. Providing updates and reports with regards to the status of admissions.

8. Overseeing assessment and results processes, including sourcing long-arm practice assessors and overseeing assessment arrangements.

9. Servicing Fitness to Practice Panels and Practice Assessment Panels.

10. Acquiring and maintaining a detailed knowledge of external body regulations.

11. Creating and monitoring the database for tracking and recording student’s progress.


13. Implementing SWE guidelines on Suitability to Practice.

Coordinating and supporting the administration for Social Work placement including the PG Dip Step up including:


15. Matching student placement request profiles with appropriate practice placement agencies/opportunities from the database.

16. Initiating contact between students and potential placement providers.

17. Organising placement induction days and preparation/call back days.

18. Instigating the process for dealing with DBS disclosures.

19. Administering and monitoring the financial placement budget.

20. Administering payments to placement providers and long arm practice teachers.


22. Providing updates and reports with regards to the status of placements.

23. Acquiring and maintaining awareness of Government initiatives regarding placements.

### 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.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.
The post holder will be required to work closely with external partners as well as all colleagues within the School of Law & Social Sciences.

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

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