## JOB DESCRIPTION

### Job title:
Student & Programme Administration Officer

### Department / Unit:
Department of Electronic Engineering, School of Engineering, Physical and Mathematical Sciences (EPMS), Academic Services

### Job type
Permanent - Professional Services

### Grade
5

### Accountable to:
Programme Director [MSc Project Management – Distance Learning] and Student & Programme Administration Manager

### Accountable for:
Not applicable

### 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 EPMS Administration team.

The 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 School of EPMS 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 in RHUL and also University of London Worldwide.

Academic administrators will support the School Manager (SM) in ensuring the efficient administration of the School and support the Programme Director in the delivery of the Distance Learning programme. The Student & Programme Administration Officer role is responsible for the key tasks outlined below.

### Key tasks
Support student and programme administrative processes, working under the Programme Director, the UoL Worldwide team and with the rest of the School Administration team. The core responsibilities will include:

1. Co-ordinating and managing Module Leaders: by ensuring that each teaching session is sufficiently staffed with a Module Leader, assisting with the induction and training (e.g: VLE on-boarding) of Module Leaders by the Programme Director, ensuring Module Leaders have up to date syllabi and activity schedules prior to the session, acting as the main point of contact for Module Leaders and supporting them in their liaisons with UoL teams.

2. Supporting the appointment and management of Online Tutors, assisting with the induction and training (eg: VLE on-boarding) of Online Tutors by the Module Leader, ensuring Online Tutors have up to date syllabi and activity schedules prior to the session, acting as an important point of contact for online tutors and supporting them in their liaisons with UoL teams.
3. Reviewing programme orientation material for students and academic staff on the VLE prior to each session, to ensure its accuracy ahead of the start of session start date.

4. Supporting the Module Leaders with updating the online materials and VLE information for students in liaison with UoL Learning Solutions team.

5. Working with UoL Learning Technology teams to ensure all activities required for the session are ready prior to the session beginning.

6. In liaison with the Student Relationship Management Team, monitoring the online student forums and supporting the programme team (eg: Module Leaders, Online Tutors, Programme Director) in addressing academic queries.

7. Being the main point of contact for enquiries from the UoL Student Advice Centre and ensuring, in conjunction with the UoL Academic Service Manager, that the programme FAQs are up to date.

8. Working closely with the UoL Assessment Team, on the co-ordination of assessment setting (eg: agreeing deadlines and dates for meetings, managing the receipt of questions and marking guidelines, formatting assessments to UoL templates); distributing draft exam papers and coursework; booking rooms for exam boards; liaising with external partners/bodies where appropriate; providing administrative support around accreditation arrangements. Supporting and guiding the Programme Director and, Module Leaders in these areas.

9. Supporting the programme marketing activities by UoL Marketing colleagues to ensure general marketing collateral (eg: programme leaflet, general prospectus) is accurate.

10. If required, working closely with UoL Global Engagement and Teaching Centre teams on the recruitment, approval and support of Recognised Teaching Centres.

11. Liaising with the UoL Academic Services Manager (UoL) and UoL colleagues to support the Annual programme review (APR) by producing reports and documentation. Co-ordinating responses from the Programme Team for actions arising from APR, including any changes affecting module syllabuses.

12. Managing pre- and post-course student surveys; consolidating survey results, extracting and analysing survey data after each session and producing course evaluation reports for the Programme Director.

13. Supporting the Programme Director in the organisation of activities to enhance the student experience, such as guest speaker webinars, study skill sessions.

14. Sharing the secretarial duties (with UoL) to the programme governance Boards and Groups, including preparing and managing documents to support all governance activities.

**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 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 EPMS and with colleagues in the University of London (Worldwide) team.

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

- School Manager
- UoL learning and Design teams
- UoL SRM team
- Programme Director [Distance Learning]
- Administrative and academic staff in other schools