**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job title:</th>
<th>School Administration Assistant</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>School of Life Sciences and the Environment, Academic Services</td>
</tr>
<tr>
<td>Job type</td>
<td>Permanent - Professional Services</td>
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<td>Grade:</td>
<td>4</td>
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<tr>
<td>Accountable to:</td>
<td>Senior School Administration Officer</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 Life Sciences and the Environment.

The School Administration Assistant role will be responsible for a variety of tasks and processes to support the day to day running of the school. 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 Life Sciences and the Environment as well as those across other academic and professional services areas, and to know when to seek guidance from senior colleagues.

Academic administrators will support the School Manager (SM) in ensuring the efficient administration of the School. The School Administration Assistant role is responsible for the key tasks outlined below.

**Key tasks**

Support the day to day running of the school, working under the Senior School Administration Officer and with the rest of the School Administration team. The core responsibilities will include:

1. Supporting the delivery of the school administrative lifecycle.
2. Delivering excellent customer service to students and other stakeholders, including alignment with the College's Student First approach.
3. Developing effective working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required.
4. Being part of a Virtual Team network 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.

Tasks include:

**School & Office Administration**

5. Undertaking school administration processes, for example maintaining the school calendar, room bookings, supporting school events, staff handbooks and servicing school committees.
6. Assisting with the management of the office environment, such as monitoring the use and requirement of school facilities and materials.

7. Assisting with student recruitment and promotional activities including maintaining school and department websites, creating promotional material for events.

8. Assisting with the set up and running of Welcome Week.

**Finance & HR Administration**

9. Administering school finance processes, such as Purchasing and transactional activities, such as requisitions and purchase orders, school scholarships and bursaries, coding supplier invoices, journals and monitoring/approving workflow tasks on the College finance system.

10. Assisting with school HR processes, such as right to work checks and setting up academic interviews.

**Helpdesk Administration**

Support school helpdesk tasks and services, as required, in order to help ensure that the service is adequately staffed during opening hours. Responding to all enquiries and requests for information, made in-person, by phone or by email to a central mailbox from current, former and prospective students, as well as from staff and third parties.

**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 School Administration Assistant 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 Life Sciences and the Environment.

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
- Human Resources
- Finance
- IT Services
- Commercial Services and Estates
- Administrative and academic staff in other schools