Job title: School Administration Officer
Department / Unit: School of Life Sciences and the Environment, Academic Services
Job type: Fixed Term - Professional Services
Grade: 5 0.9 FTE
Accountable to: School 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 Life Sciences and the Environment which houses the departments of Biological Sciences, Earth Sciences, Geography, Health Studies and Psychology.

The School Administration Officer role will be responsible for a variety of tasks and processes to support the day to day running of the school. Whilst the post will provide support across the five departments, there is a strong emphasis on assisting the expansion of the Doctorate in Clinical Psychology course. 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. 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 School Administration Officer role is responsible for the key tasks outlined below.

Key tasks

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

1. Delivering the school administrative lifecycle, with particular focus on financial and human resourcing processes.
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 School Administration Officer will be tasked with the following:

7. Administering HR processes in the school with emphasis on the Doctorate in Clinical Psychology course, for example:
   a. Supporting the school's use of student workers.
   b. Supporting the completion of authorisation of timesheets for hourly paid staff.
   c. Assisting with the allocation of Hourly Paid Teaching Staff (HPTS).
   d. Assisting the academic visitor process

8. Servicing relevant committees and meetings

9. Responsibility for overseeing and administering school finance processes with emphasis on the Doctorate in Clinical Psychology course, for example:
   a. 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.
   b. Financial year-end procedures.
   c. Online Store sales.

10. Administering research support processes, including procurement, conference and field trip logistics

### 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 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 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
PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

**Job Title: School Administration Officer**

<table>
<thead>
<tr>
<th>Knowledge, Education, Qualifications and Training</th>
<th>Essential</th>
<th>Desirable</th>
<th>Tested by</th>
</tr>
</thead>
<tbody>
<tr>
<td>A good standard of education up to A-Level or equivalent experience. Knowledge and understanding of the HE sector and student life cycle.</td>
<td>X</td>
<td>X</td>
<td>Application Form / Interview</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills and/or Abilities</th>
<th>Essential</th>
<th>Desirable</th>
<th>Tested by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to work as part of team and support colleagues.</td>
<td>X</td>
<td></td>
<td>Application Form / Interview</td>
</tr>
<tr>
<td>Ability and readiness to work on own initiative and act pro-actively.</td>
<td>X</td>
<td></td>
<td>Interview</td>
</tr>
<tr>
<td>Good organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines. Ability to use creative problem solving techniques and identify and implement administrative improvements. Ability to undertake tasks that require a high level of attention to detail and accuracy checking. Flexibility and the ability to respond effectively to changing requirements. Good IT skills and proven ability to learn new systems and programmes. A good level of numeracy and literacy, and proven ability to write documents such as procedures, reports and papers.</td>
<td>X</td>
<td></td>
<td>Application Form / Test</td>
</tr>
<tr>
<td>Experience of communicating with stakeholders at various levels within an organisation. Experience of using reporting tools. Experience of using and manipulating data.</td>
<td>X</td>
<td>X</td>
<td>Interview</td>
</tr>
</tbody>
</table>

| Experience of responding to enquiries and requests from a range of service users. | X         |           | Application Form / Test |

<table>
<thead>
<tr>
<th>Other requirements</th>
<th>Essential</th>
<th>Desirable</th>
<th>Tested by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Committed to personal development and a proven interest in building a career in academic administration. Ability to work occasional weekends or late evenings and travel to events and other external activities as required.</td>
<td>X</td>
<td></td>
<td>Application Form</td>
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<td></td>
<td>X</td>
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<td>Application Form</td>
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</tbody>
</table>

Department: Academic Services