

JOB DESCRIPTION

Job title:	Doctoral School Recruitment & Scholarships Officer
Department / Unit:	Doctoral School, Student & Academic Services
Job type	Full-Time - Permanent - Professional Services
Grade:	5
Accountable to:	Doctoral School Recruitment & Scholarships Manager
Accountable for:	Not applicable
Purpose of the Post	
<p>Student Administration is responsible for delivering the core administrative functions involved in the student lifecycle, from Enrolment to Graduation. The department is focused on delivering an excellent student experience by developing and delivering effective and efficient processes to support students through their journey at the College.</p> <p>The Department is composed of Student Administration Operations, the Student Services Centre, the Doctoral School, Academic Investigations and the 6 School Administrative Teams.</p> <p>The Doctoral School at Royal Holloway provides a single professional service to support the research students' journey from application through to award and to facilitate the creation of a cohesive research student community. It is organised into four main streams:</p> <ul style="list-style-type: none"> • Research degree recruitment and scholarships • Researcher training, development and community • Research student administration • Research student data, records and fees <p>The Doctoral School Recruitment & Scholarships Officer role will be responsible for co-ordinating the smooth running of the recruitment process for research degree students, for the administration of research degree scholarship funding offers and funding record set up, and for processing student expense claims. They will support the Doctoral School's vision and service standards and work closely with colleagues within the Doctoral School, within other Professional Services and within the Academic Schools to help provide seamless support for research students during their study.</p>	
Key Tasks	
<p>To work in close collaboration with the Doctoral School Recruitment & Scholarships Manager to ensure the operational delivery of processes relating to the funding, scholarships, recruitment and admission of PGR students. This includes:</p> <ol style="list-style-type: none"> 1. Supporting and providing training to colleagues who will contribute towards this delivery. 2. Delivering excellent customer service to students and other stakeholders. 3. Assisting with the development of procedures and service improvements. 	

4. Developing effective networks and working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required.
5. Supporting the Doctoral School Manager with the smooth running of the Doctoral School office and providing administrative support to colleagues within the Doctoral School during peak times, as required.

The Doctoral School Recruitment & Scholarships Officer could be tasked with any combination of the following:

PGR Recruitment Administration

6. Ensuring clear, comprehensive research degrees application information is available on the external Royal Holloway website and liaising with academic staff to promote and advertise externally the new research degree scholarships available.
7. Acting as a key point of contact for all research students in relation to initial application queries.
8. Working closely with Admissions to support the students and academic staff throughout the application process, including arranging interviews.
9. Co-ordinating and training members of the Doctoral School team to support you with the following:
 - o Administration of the research degree scholarship applications to ensure they are sent to the relevant members of academic staff for consideration / to check that the application process via the College portal, RHDirect, is working smoothly.
 - o Organisation of interviews within the Academic Schools for short-listed applicants and informing them of the outcome.
10. Liaising with Admissions, Schools and Professional Services to ensure the correct information is provided on the formal offer letters. Track offers to identify potential issues to be resolved.
11. Creating student files for all newly enrolled research students.

PGR Scholarship Administration

12. Supporting the administration of competitions and selection panels for College or externally-funded (including UKRI – UK Research & Innovation) research degree Scholarships.
13. Processing nomination forms for College, UKRI and other externally funded scholarships, which includes the issuing of scholarship offer letters.
14. Managing the funding spreadsheet and monitoring the balance between the College funds allocated to departments and the amount awarded.
15. Recording the students' scholarship information on the student record system. You will work closely with colleagues in the Student Fees and Research Finance team to ensure that the correct information is in place for the stipend payments to be actioned.
16. Creating student records on the UKRI's J-eS record system for all recipients of UKRI funding.
17. Acting as the key point of referral for all research students and staff in relation to scholarship queries and issues.
18. Maintaining and developing scholarship information on the Doctoral School microsite for current recipients.
19. Monitoring and approving student expenses against PGR DTP studentship accounts, and supporting the external examiner expense process
20. Providing secretarial support for the PGR Scholarships Working Group.

21. Documenting procedures and developing processes in relation to research degree scholarship administration. Undertaking the continuous review of these practices to ensure accuracy and efficiency and to provide the best possible experience for students.

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 Doctoral 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 the Postgraduate Research (PGR) Recruitment & Scholarships Officer will be based in the Doctoral School, if the need arises they may be required to assist and provide cover in an Academic School 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 including consortia of which Royal Holloway is a member.

Internal and External Relationships

The post holder will be required to work closely with all colleagues within the Doctoral School.

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

- Senior Management Team
- Administrative and academic staff in schools
- Student & Academic Services teams
- Marketing & Communications
- Research Finance and Student Fees
- IT Services
- Doctoral Training Partnerships and other external funders