# JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Administration Officer (ECs and Exam Access Arrangements)</th>
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<tbody>
<tr>
<td>School / Unit:</td>
<td>Student Administration</td>
</tr>
<tr>
<td>Job type</td>
<td>Full-Time - Permanent - Professional Services</td>
</tr>
<tr>
<td>Grade:</td>
<td>5</td>
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<tr>
<td>Accountable to:</td>
<td>Student Administration Manager (Exams)</td>
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<tr>
<td>Accountable for:</td>
<td>None</td>
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## Purpose of the Post

Student Administration is responsible for delivering the core administrative functions involved in the student lifecycle, from Enrolment to Results. 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.

The directorate is composed of Student Administration Operations, the Student Services Centre, the Doctoral School, Academic Investigations and the 6 School Administrative Teams.

The role of Student Administration Officer (ECs and Exam Access Arrangements) is based in the Assessments & Results Team in Student Administration Operations and is responsible for providing support for the extensions and extenuating circumstances and results processes and administering the Exam Access Arrangements (EAAs) process.

## Key Tasks

1. Delivering excellent customer service to students and other stakeholders, including alignment with the College’s current strategies.

2. Developing effective networks and working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required.

3. Supporting the Student Administration Senior Officer (Extenuating Circumstances & Extensions) in administering the processes for the submission of Extensions and Extenuating Circumstances requests from students. The duties of the role include:
   a. Monitoring requests received and triaging these for further consideration.
   b. Providing secretarial support to the Extenuating Circumstances Committee
   c. Undertaking the entry and maintenance of information relating to Extenuating Circumstances and Extension results and outcomes on the student record and associated systems
   d. Notifying students and Academic Schools of the outcomes of Extensions Extenuating Circumstances requests.
4. Administering the Exams Access Arrangements processes within Student Administration, including:
   a. Working with the Dyslexia and Neurodiversity Service to manage the entry and maintenance of Exams Access Arrangement information on the student record system.
   b. Notifying students and their Academic Schools of approved Exams Access Arrangements.
   c. Implementing approved Exams Access Arrangements for College Examinations.
   d. Advising Administration and Academic staff in Schools on the implementation of Exams Access Arrangements for School Examinations.

5. Undertaking the entry and maintenance of information relating to Exam Access Arrangements on the student record and associated systems and reporting data advising Administration and Academic staff in Schools academic Schools in relation to the Exam Access Arrangements, Extenuating Circumstances and Extensions processes.


7. Undertaking the continuous review of practices and processes in relation to Exams Access Arrangements to ensure accuracy and efficiency to deliver excellent customer service to students and other stakeholders.

8. Undertaking occasional administrative tasks in support of the Assessment & Results team, related to results processes and the production of results documents.

9. Undertaking administrative tasks related to the Intercollegiate programme, including the processing of applications and creation of student records.

10. Working with the Assessment and Results team to ensure compliance with relevant legislation, including the Data Protection Act and the Equality Act.

**Other Duties**

All members of Student Administration are expected to assist with key College events including Enrolment (September), Exams (April to May) and Graduation (July and December).

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.

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 Student Administration.

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

- Academic Schools – Administrative and Academic Staff
- Academic Services teams
- IT Services