JOB DESCRIPTION

**Job title:** Senior School Administration Officer

**Department / Unit:** School of Law and Social Sciences Academic Services

**Job type** Permanent - Professional Services

**Grade:** 6

**Accountable to:** School Manager

**Accountable for:** Supervision and/or line management of School Administrator(s)

**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 Law and Social Sciences.

The Senior School Administration Officer 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 Law and Social Sciences as well as those across other academic and professional services areas. They will be able to use their initiative and to take responsibility for solving problems and improving service delivery.

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

**Key tasks**

Support student and programme administrative processes, working under the School Manager and with the rest of the School Administration team. The core responsibilities will include:

1. Operational responsibility for planning and implementing the delivery of the school administrative lifecycle, with particular focus on managing school administration, finance and HR processes.
2. Supporting the SM with improving the administrative processes for all students across the School and contributing to a culture of continuous improvement including College initiatives to review and improve service standards.
3. Supervision of team members responsible for school administration, including line management responsibilities for team members under the support and direction of the School Manager/Student & Programme Administration Manager. This includes:
   a. Demonstrating leadership behaviours at the appropriate level in line with the College’s Leadership Behaviours Framework.
b. Line managing/supervising members of the team, including providing appropriate supervision, motivation and support and identifying staff development and training needs.

c. Providing operational direction to ensure that there is a culture of constant improvement.

d. Supporting the team in setting service standards in their areas and monitoring performance against these standards and identifying improvement and enhancement opportunities.

e. Workload management, including delegation of tasks.

f. Arranging and delivering training to colleagues on school administration activities.

g. Responsibility for the recruitment, selection, induction, and probationary review of team members.

4. Delivering excellent customer service to students and other stakeholders, including alignment with the College’s Student First approach.

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 ensure that you and your team stay up to date with the latest information, training and best practice.

The Senior School Administration Officer could be tasked with any combination of the following:

**School & Office Administration**

7. Managing school administrative processes, for example:
   a. Servicing of school committees and meetings.
   b. Maintaining the school calendar.
   c. Organising school events.

8. Overseeing diary management for the Head of School and Head of Departments.

9. Managing the office environment, such as the use and requirement of school facilities and materials.

10. Managing the Health and Safety responsibilities for the Administration team, including co-ordinating and conducting workstation and risk assessments.

11. Ensuring the School Helpdesk is properly staffed in response to planned school activities, and ensure that cover and assistance is in place as and when required.

12. Managing school administration tasks completed through the helpdesk, such as logging IT, AV and building maintenance issues, access control, visitor parking and porter requests, room and catering bookings, post and lost property.

**Finance, Research & Human Resources Administration**

13. Managing the administration of school finance processes, 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.
   d. Petty Cash float and collection, security and transfer of cash associated with School activities.

14. Assisting the SM with finance and budget maintenance.

15. Overseeing and co-ordinating the administration of school HR processes, for example:
   a. Completing absence reporting procedures.
   b. Supporting the allocation of Hourly Paid Teaching Staff (HPTS).
c. Co-ordinating the school’s use of student workers and managing all associated processes.
d. Managing the completion of authorisation of timesheets for hourly paid staff.

16. Overseeing the administration of research support processes, including procurement, conference and field trip logistics and HR support.

School-Specific Administration

17. Managing the School’s administrative processes for arranging and supporting Demonstrators and Technicians, where applicable.

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 Senior 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 Law and Social Sciences

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:** Senior Administration Officer  
**Department:** Academic Services

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<th>Knowledge, Education, Qualifications and Training</th>
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<td>High standard of education to degree level or equivalent administrative experience.</td>
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<td>Knowledge and understanding of the HE sector and student life cycle.</td>
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<td>Knowledge and experience of Record Systems (preferably Banner) and related software.</td>
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<th>Skills and/or Abilities</th>
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<td>Proven ability to work as part of team and support colleagues, as well as a readiness to work on own initiative and act pro-actively. Excellent interpersonal skills including a professional approach and manner and ability to use tact and diplomacy. Excellent organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines, whilst maintaining a high level of attention to detail and accuracy. Proven ability to use creative problem solving techniques, identify and implement administrative improvements, and innovate and develop processes and policies to improve efficiency and customer satisfaction. Flexibility and proven ability to respond effectively to changing requirements. Excellent IT skills and proven ability to learn new systems and programmes. A high level of numeracy and literacy, and proven ability to write documents such as procedures, reports and papers.</td>
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<td>Excellent customer service skills and experience of responding to enquiries and requests from a range of service users. Experience of communicating with stakeholders at various levels within an organisation. Experience of creating and updating communication materials, including webpages. Experience of attending/servicing committees and event planning and management. Experience of using reporting tools, manipulating data and analysing large data sets to identify trends. Experience of training staff. Experience of line management or supervision.</td>
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<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>
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