

JOB DESCRIPTION

Job Title:	Administrative Officer (Peer Assisted Study Sessions)
Department / Unit:	Centre for the Development of Academic Skills (CeDAS)
Job type	0.5 FTE fixed term for 18 months starting 1 February 2023
Grade:	5
Accountable to:	CeDAS Director of Peer Learning
Accountable for:	Administration of a PASS pilot
Purpose of the Post	
<p>Royal Holloway has identified the need for a more sustained, curriculum-driven form of peer support to aid student transition. As a result, the university is piloting a Peer-Assisted Study Sessions (PASS) scheme to improve engagement and academic success for first year students in two RHUL departments.</p> <p>The pilot scheme will provide structured peer-led study sessions through terms 1 and 2 for the academic year 2023-24. This will enhance the attainment of participating students, develop their confidence and independence and provide safe spaces for students to support each other in their learning. It will also enable second and third year students (PASS Leaders) to develop a range of employability skills.</p> <p>The Administrative Officer (PASS) will work closely with the CeDAS Director of Peer Learning to ensure all phases of the scheme run smoothly and efficiently, from promotion and training to delivery and scheme evaluation.</p> <p>The position is initially a fixed-term 18 month contract, but this will change to a longer contract if the pilot is successful, and PASS is adopted across other departments.</p>	
Key Tasks	
<ol style="list-style-type: none"> 1. Assist the CeDAS Director of Peer Learning with all aspects of the promotion and recruitment of student PASS Leaders incl. the organisation and delivery of an Assessment Centre event in the spring or summer. 2. Provide administrative support for PASS Leader training incl. timetabling and room bookings and ensuring IT requirements are met for online sessions. 3. Liaise with HR to deliver robust employee support for PASS leaders e.g., ensuring timely completion of right to work checks, new starter forms, and timesheets as well as overseeing prompt payment for work done. 	

<ol style="list-style-type: none"> 4. Liaise with Academic Services and school administrators to ensure PASS sessions are timetabled within the curriculum and rooms booked. 5. Assist with delivery of scheme promotion to incoming first year students in host departments at the start of year. 6. Facilitate all aspects of data collection incl. needs analysis survey with current staff and students, PASS Leader feedback, and all regular stakeholder evaluation activities via surveys, focus groups and other methods. 7. Organize and minute review meetings called with stakeholders. 8. Monitor all enquiries to the CeDAS PASS inbox and respond in a timely, courteous way. 9. Monitor all expenditure to ensure that the scheme stays within budget. 10. Support the Director of Peer Learning to develop a coherent, efficient and sustainable model of peer-assisted learning that meets the objectives of the university and is scalable over time.
Other Duties
<p>The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the department and College. The post holder will be expected to undertake other duties as appropriate and as requested by their line manager.</p> <p>The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.</p>
Internal and external relationships
<p>The following list is not exhaustive but the post holder will be required to liaise with:</p> <ul style="list-style-type: none"> • Student & Academic Services staff • Key leads in the academic school(s) • Internal Communications • Students' Union • Colleagues in the Centre for the Development of Academic Skills (CeDAS)

PERSON SPECIFICATION

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

Job Title: Administration Officer (PASS)

Department: Centre for the Development of Academic Skills

	Essential	Desirable	Tested by
Knowledge, Education, Qualifications and Training			
Education to A Level	X		Application Form
Education to degree level or equivalent administrative experience.		X	Application Form
Knowledge and understanding of the HE sector and student life cycle.	X		Application Form / Interview
Excellent IT skills especially in key Office programmes e.g., Excel	X		Application Form / Interview
Skills and/or Abilities			
Ability to work as part of team and support colleagues.	X		Application Form / Interview
Excellent interpersonal skills including a professional approach and manner and ability to use tact and diplomacy.	X		Interview
Ability and readiness to work on own initiative and act pro-actively.	X		Application Form / Interview
Good organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines.	X		Application Form / Interview
Ability to use creative problem solving techniques and identify and implement administrative improvements.	X		Application Form / Interview
Ability to undertake tasks that require a high level of attention to detail and accuracy checking.	X		Application Form / Test
Flexibility and the ability to respond effectively to changing requirements.	X		Application Form / Interview
A good level of numeracy and literacy, and proven ability to write documents such as procedures, reports and papers.	X		Application Form / Interview / Test
Experience			
A good understanding of the Higher Education sector, particularly in relation to academic support of students	X		Application Form / Interview

Experience of working with students or young adults in an educational context		X	Application Form / Interview
Excellent customer service skills and experience of responding to enquiries and requests from a range of service users.	X		Application Form / Interview
Experience of communicating with stakeholders at various levels within an organisation.	X		Application Form / Interview
Experience of creating and updating communication materials, including webpages.		X	Application Form / Interview
Experience of attending/servicing committees.		X	Application Form / Interview
Experience of using reporting tools.		X	Application Form / Interview
Experience of using and manipulating data.	X		Application Form / Test
Other requirements			
Committed to personal development.	X		Application Form / Interview
Ability to work occasional weekends or late evenings and travel to events and other external activities as required.		X	Application Form / Test
Ability to maintain confidentiality	X		Application Form / Test