

JOB DESCRIPTION

Job title:	Doctoral School Data, Records & Fees Manager
Department / Unit:	Doctoral School, Academic Services
Job type	Full-Time - Permanent - Professional Services
Grade:	RHUL 7
Accountable to:	Doctoral School Manager
Accountable for:	Doctoral School Data, Records & Fees Officer
Purpose of the Post	
<p>Student Administration is responsible for delivering the core administrative functions involved in the student lifecycle, from enrolment to award. 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 funding for new students • Research student record maintenance and data • Researcher training, development and community • Research student lifecycle administration <p>The Doctoral School Data, Records & Fees Manager role will be responsible for the management of a variety of tasks and processes to maintain research students' records and to report research student data to support academic research staff and developments within the Doctoral School. 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. The Doctoral School Data, Records & Fees Manager will support the Doctoral School Manager in ensuring the efficient administration of the Doctoral School and is responsible for the key tasks outlined below.</p>	
Key tasks	
<p>To work in close collaboration with the Doctoral School Manager to ensure the maintenance of research student records and the reporting of research student data to support the development of the research student provision at Royal Holloway. Duties will include:</p> <ol style="list-style-type: none"> 1. Ensuring that there is adherence to all relevant internal and external policies, processes and regulations and provide advice on the operational impact of the Research Degree 	

- regulations and Code of Practice to research students and academic staff, in consultation with the Academic Quality and Policy Office as appropriate.
2. Support the Doctoral School Manager in identifying improvements to be made to the regulations.
 3. Deputising for the Doctoral School Manager as and when required.
 4. Assisting the Doctoral School Manager with improving the administrative processes for all research students and contributing to a culture of continuous improvement including College initiatives to review and improve service standards.

Team management, training and communications

5. Line-managing and providing leadership to team members responsible for maintaining research student records. This includes:
 - a. Demonstrating leadership behaviours at the appropriate level in line with the College's Leadership Behaviours Framework.
 - b. Line managing 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. Designing and delivering a programme of training and briefing for all team members.
 - g. Responsibility for the recruitment, selection, induction, and probationary review of team members.
6. Ensuring the delivery of excellent customer service to students and other stakeholders, including alignment with the College's Student First approach.
7. Developing effective networks and working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required.
8. Collaborating with the School Directors of PGR Education, Department PGR Leads and School Managers to:
 - a. Develop links with academic staff and administrative staff in the Schools
 - b. Provide guidance to academic staff so that they are clear on the administrative processes they need to engage with in order to support their research students.
 - c. Identify improvements in the way that the Doctoral School can support the Academic Schools – and vice versa.
9. Developing effective networks and working relationships with colleagues across the College and outside the institution in order to share good practice and increase knowledge and understanding across different administrative areas.

Research Student Data, Records and Fees

10. Overseeing the core administrative processes to maintain research students' records accurately, including:
 - a. Administration of student movements (e.g. change in mode, interruption, withdrawal)
 - b. Maintenance of research student studentship and billing data on the Student Record System
 - c. Maintenance of studentship data on the Je-S system.

11. Acting as the main point of contact for all research students and staff in relation to queries about student movements (change in mode, interruption, withdrawal) and suspension of regulation requests.
12. Maintaining an up to date knowledge of relevant UKRI policies and procedures which impact on the student movements processes and communicating the relevant details effectively to students and staff.
13. Preparing PGR student movements and suspension of regulation requests for approval and overseeing the processing once considered. This includes the accurate maintenance of information on the student record, including amendments to the students' billing and the calculation of new upgrade and submission deadlines
14. Preparing research student records for the new academic year enrolment process, and ensuring accurate billing and the correct and timely provision of studentships.
15. Taking responsibility for the maintenance and monitoring of accurate billing and studentship data for research students throughout the academic year.
16. Maintaining and monitoring the research students' upgrade and submission deadlines and their expected end date-
17. Collaborating with the Doctoral School Communication and Events Officer to maintain and develop information on the Doctoral School microsite regarding student movements, suspensions of regulations, deadlines, studentships for current research students, and billing.
18. Producing and reviewing statistical and analytical information relating to progression, studentships and billing to identify trends and potential areas for concern as well as data quality issues.
19. Providing reports on the data for the Annual Enhancement Review process, the academic PDR process, School Committees and College Boards, including comparative data to identify trends and areas for improvement.
20. Providing annual reports to the Fees, Scholarships & Bursaries Committee on scholarship data and supplying data for other annual reporting purposes e.g. to external funders, in conjunction with the Doctoral School Recruitment & Scholarships Manager.

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.

Although the Doctoral School Data, Records & Fees Manager will be based in the Doctoral School, if the need arises they may be required to assist and provide cover in an Academic School 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 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:

Internal:

- Administrative and academic staff in schools
- Student & Academic Services teams

- Student Fees
- Research Finance
- Student Wellbeing teams
- Human Resources
- IT services

External:

- HE Network groups

PERSON SPECIFICATION



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

Job Title: Doctoral School Data, Records & Fees Manager

Department: Doctoral School

	Essential	Desirable
Knowledge, Education, Qualifications and Training Excellent standard of education to degree level or equivalent administrative experience In depth knowledge and understanding of the HE sector Knowledge and understanding of the research degree student life cycle Knowledge and experience of Student Record Systems and related software	X X X	 X
Skills and/or Abilities 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 proven ability to work under pressure, prioritise conflicting demands and meet strict deadlines 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 Excellent IT skills and proven ability to learn new systems and programmes Ability to manipulate and analyse large data sets and identify trends A high level of literacy and significant experience writing documents such as procedures, reports and papers Flexibility and proven ability to respond effectively to changing requirements.	X X X X X X X X X	
Experience Excellent customer service skills and experience of managing enquiries and requests from a range of service users Experience of communicating with students and stakeholders at various levels within an organisation Experience of attending/servicing committees and event planning and management Significant experience of using reporting tools, manipulating data and analysing large data sets to identify trends Experience of training staff Experience of line management and managing or leading a team Experience of budget management and a high level of numeracy.	X X X X X X X	 X X
Other requirements Self-awareness and a commitment to self-improvement and personal development A proven interest in building a career in academic administration.	X X	

Ability to work occasional weekends or late evenings and travel to events and other external activities as required.	X	
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