

## JOB DESCRIPTION

<b>Job title:</b>	Senior Student & Programme Administration Officer (Clinical Psychology)
<b>School / Unit:</b>	School of Life Sciences and the Environment, Academic Services
<b>Job type</b>	Full-Time - Permanent - Professional Services
<b>Grade:</b>	RHUL 6
<b>Accountable to:</b>	Student and Programme Manager
<b>Accountable for:</b>	Administration Assistants (Clinical Psychology)
<b>Purpose of the post</b>	
<p>Academic Administration at Royal Holloway is organised into six School Administration teams which are part of the Academic Services division; a single professional service which will support 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 Life Sciences and the Environment.</p> <p>The Senior Student &amp; Programme Administration Officer (Clinical Psychology) role will be responsible for a variety of tasks and processes to support the delivery of the Doctorate in Clinical Psychology (DClinPsy). The DClinPsy course is a three-year professional doctorate, the completion of which allows graduates to practice as Clinical Psychologists. The course is a mix of academic and practical work and culminates in submission of an independent, original research thesis. Over 50% of trainees' time is spent on placement over the three years. The post holder will work closely with the Course Director across all aspects of the course, including placements, research, admissions and the academic course, and will be responsible for overseeing the management of course and placement records for the School.</p> <p>The role holder will demonstrate a commitment to our shared vision and service standards. They will be expected to work closely with relevant external partners, colleagues in the School of Life Sciences and the Environment, 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.</p> <p>Academic administrators will support the School Manager (SM) in ensuring the efficient administration of the School. The Senior Student &amp; Programme Administration Officer (Clinical Psychology) role is responsible for the key tasks outlined below.</p>	
<b>Key tasks</b>	
<ol style="list-style-type: none"> <li>Operational responsibility for planning and implementing the delivery of the student and course administrative lifecycle in the School in relation to the Doctorate in Clinical Psychology (DClinPsy). This will involve working with Camden &amp; Islington Mental Health Foundation Trust in all areas for example: HR requirements and employment contracts, DBS checks, mandatory training and induction.</li> </ol>	

2. Maintaining and developing external relationships with NHS Stake Holders and Service Providers.
3. Keeping up to date with developments in the policies, processes and systems ensuring that the team are fully conversant with current best practice.
4. Supporting the SM with improving the administrative processes for all students across the School and contributing to a culture of continuous improvement including university initiatives to review and improve service standards. Identifying operational efficiency and opportunity for improvement and looking at possible technology or automated solutions.
5. Supporting the accreditation and ongoing external quality assurance processes.
6. Line management responsibility for team members under the support and direction of Student & Programme Manager. This includes:
  - a. Demonstrating leadership behaviours at the appropriate level in line with the University'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. Arranging and delivering training to colleagues on student and course administration activities.
  - g. Responsibility for the recruitment, selection, induction, and probationary review of team members.
7. Delivering excellent customer service to students and other stakeholders.
8. Developing effective networks and working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required.

#### **School Administration & Support**

9. Responsibility for overseeing and administering finance processes, for example:
  - a. Purchasing and transactional activities, such as requisitions and purchase orders, coding supplier invoices, and monitoring/approving workflow tasks on the University finance system.
  - b. Financial year-end procedures.
10. Administering HR processes in the school such as monitoring time sheets and assisting with Hourly Paid Teaching Staff contracts
11. Servicing relevant committees

#### **Student & Programme Administration**

12. Managing the admissions cycle, including liaison with external partners/systems.
13. Supporting the academics with the accreditation and ongoing external quality assurance processes.
14. Overseeing the administration of student records including enrolment and placement activities.
15. Supporting the academics with the processes relating to attendance monitoring.
16. Managing assessment and exams processes, including assessment submission, feedback and exams arrangements.
17. Managing results and graduation processes, for example the recording of marks, extensions and extenuating circumstances, results outcomes, results boards, graduation, and overseeing assessment submissions and exams arrangements.
18. Contributing to graduation activities, including arranging School-specific celebrations.

19. Encourage students who may require additional support to seek assistance from relevant University services and alert these services as necessary.

### **Other duties and expectations**

The duties listed above may be varied from time to time as dictated by the changing needs of the University. 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.

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 Life Sciences and the Environment.

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

#### **External:**

- Camden and Islington Mental Health Foundation Trust
- British Association of Behavioural and Cognitive Psychotherapy
- Health and Care Professions Council
- National Health Service England, London office and other NHS Partners

#### **Internal:**

- Academic Services teams
- Marketing & Communications
- 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 Student and Programme Administration Officer (Clinical Psychology)**

**Department: Academic Services**

	Essential	Desirable	Tested by
<b>Knowledge, Education, Qualifications and Training</b>			
Excellent standard of education to degree level or equivalent administrative experience.	X		Application Form
In depth knowledge and understanding of the HE sector and student life cycle		X	Interview
<b>Skills and/ or Abilities</b> Proven ability to use initiative, be solutions driven, and work well in a team and on their own Taking full ownership of tasks	X X		Application Form / Interview Application Form / Interview
Excellent organisational skills and proven ability to work under pressure, prioritise conflicting demands and meet strict deadlines, whilst maintaining a high level of attention to detail and accuracy.	X		Application Form/ Interview
Flexibility and proven ability to respond effectively to changing requirements.	X		Interview
Ability to learn new IT systems for purpose of filing data returns	X		Application Form / Test
A high level of numeracy and literacy, with experience writing documents such as procedures, reports and papers.		X	Test
<b>Experience</b>			
Excellent customer service skills and experience of managing enquiries and requests from a range of service users.		X	Interview
Experience of communicating with stakeholders at various levels within an organisation.		X	Interview
Experience of using reporting tools, manipulating data and analysing large data sets to identify trends.	X		Application Form
Experience of line managing staff		X	Application Form
<b>Other requirements</b>			
Ability to work occasional weekends or late evenings and travel to events and other external activities as required.	X		Application Form