



## JOB DESCRIPTION

<b>Job Title:</b>	Student Administration Manager – ES4 Implementation
<b>Department / Unit:</b>	Student Administration
<b>Job type</b>	Fixed Term - 9 Months. 31/5/24 to 28/2/25
<b>Grade:</b>	RHUL 7
<b>Accountable to:</b>	Student Administration Senior Manager (Assessment & Results)
<b>Accountable for:</b>	N/A
<b>Purpose of the Post</b>	
<p>Student Administration is responsible for all central administrative functions involved in the student lifecycle, including Enrolment, Academic Timetabling, Academic Investigations, Examinations, Results and; it also responsible for the Student Services Centre.</p> <p>The Student Administration Manager (ES4 Implementation) will be part of the Assessment &amp; Results Team and will be responsible for managing the business implementation of the new Exam Timetabling software (Exams Scheduler 4 – ES4) ready for first use in the 2024/25 academic year. This is a key activity in ensuring the continuation and improved delivery of assessments at the University</p>	
<b>Key Tasks</b>	
<ul style="list-style-type: none"> <li>• Working with the Student Admin Senior Manager to enhance the delivery of timetabled assessment by the Assessment &amp; Results Team through the implementation of the ES4 software.</li> <li>• Managing the business implementation of the ES4 Software in three phases:             <ol style="list-style-type: none"> <li>1. Business Process Review &amp; Development:                 <ul style="list-style-type: none"> <li>○ Reviewing the current ('as is') business processes related to Exams Scheduling and delivery including Exam Access Arrangements and Invigilation.</li> <li>○ Defining the 'to be' business processes related to Exams Scheduling in line with the new ES4 software and creating process maps for the new processes.</li> </ul> </li> <li>2. Systems Implementation:                 <ul style="list-style-type: none"> <li>○ Working with the IT Project manager to set the project timeline for the</li> </ul> </li> </ol> </li> </ul>	

systems implementation.

- Liaising with all internal stakeholders impacted by the project.
  - Defining Business requirements and providing these and associated data to the IT and Software provider to:
    - Set-up and configure the new system for Exams Scheduling and associated processes including Exam Access Arrangements and Invigilation.
    - Set-up the data integration from Banner to provide the module and assessment data needed for scheduling.
    - Set-up the mechanism for the publication of the Exams Timetable to students and staff.
  - Organising and leading all testing of the new software prior to deployment.
3. System & Process Go Live:
- Organising and delivery necessary training in the use of the new software and changes to processes.
  - Managing and delivering all necessary comms related to the implementation project.
  - Creating and handing over reference guides, procedures and templates for the new software and processes.
  - Creating and handing over evaluation tools and timelines
- Ensuring that processes are in compliance with relevant legislation, such as the Data Protection Act and Equality Act, and responding to Freedom of Information requests.
  - Maintaining an up-to-date knowledge of Higher Education exams-related issues and developments.

All members of Student Administration are expected to work as a team and to assist with other duties which are commensurate with the grade, as required by the line manager.

As the needs of the University change the duties and location of the role within the University will be adjusted accordingly.

#### **Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other 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 following list is not exhaustive, but the post holder will be required to liaise with:

- Other members of the Student Administration Team
- School Academic and Administrative Teams

- The Senior Management Team
- University Service Providers
- External Suppliers/Service Providers