

## JOB DESCRIPTION

<b>Job title:</b>	Senior Student & Programme Administration Officer
<b>Department / Unit:</b>	School of Engineering Physical and Mathematical Sciences. Academic Services
<b>Job type</b>	Permanent - Professional Services
<b>Grade:</b>	RHUL 6
<b>Accountable to:</b>	Student & Programme Administration Manager
<b>Accountable for:</b>	Supervision and/or line management of Student & Programme Administrator(s)
<b>Purpose of the post</b>	
<p>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 Engineering Physical and Mathematical Sciences.</p> <p>The Senior Student &amp; Programme Administration Officer role will be responsible for a variety of tasks and processes to support the delivery of academic programmes. 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 Engineering Physical and Mathematical 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.</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 role is responsible for the key tasks outlined below.</p>	
<b>Key tasks</b>	
<p>Support student and programme administrative processes, working under the Student &amp; Programme Administration Manager and with the rest of the School Administration team. The core responsibilities will include:</p> <ol style="list-style-type: none"> <li>1. Operational responsibility for planning and implementing the delivery of the student and programme administrative lifecycle in the School, with particular focus on managing the assessment, exams, results and graduation processes.</li> <li>2. 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.</li> <li>3. Supervision of team members responsible for student and programme administration, including line management responsibilities for team members under the support and</li> </ol>	

direction of the School Manager/Student & Programme Administration Manager. This includes:

- a. Demonstrating leadership behaviours at the appropriate level in line with the University'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 student and programme 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 University'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 Student & Programme Administration Officer could be tasked with any combination of the following:

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

7. Managing assessment and exams processes, including assessment submission, feedback and exams arrangements.
8. Managing results and graduation processes, for example the recording of marks, extensions and extenuating circumstances, results outcomes, school prizes, results boards, graduation, and overseeing assessment submissions and exams arrangements.
9. Overseeing the management of academic timetabling and registration processes, such as timetabling requirements and course and activity registrations.
10. Responsibility for teaching and learning support and engagement processes, for example tutor allocations, support for the Director of Teaching, preparation of teaching resource and handbooks, as well as student inductions and welcome week.
11. Servicing school committees and meetings.
12. Responsibility for teaching design and quality assurance processes, including liaison with the SU, Societies and the running of Student/Staff Committees and school reviews.
13. Acting as the School Administration team's champion for Postgraduate Taught students.

#### **Central Administration Support**

14. Overseeing the management of recruitment and admissions processes, such as the School's support with recruitment events and admissions processes, including the administration of school scholarships and bursaries.
15. Responsibility for wellbeing and student support processes, including the implementation of DDS administrative arrangements for students.

16. Contributing to academic investigations processes, such as implementing central requests for information and action in relation to academic investigations.
17. Co-ordinating careers processes, for example the collation and inputting of Passport points and support for Alumni and Careers events.

#### **School-Specific Administration**

18. Managing the School's specialist spaces, including overseeing the administration of the School's specialist locations, where applicable.
19. Overseeing the School's administrative processes for arranging and supporting Demonstrators and Technicians, where applicable.
20. Overseeing the administration of intercollegiate students, including assessments, where applicable.

#### **Finance & Human Resources Administration**

21. Administering school finance processes, including assisting the SM with finance and budget maintenance.
22. Supporting school HR processes, for example absence reporting, Hourly Paid Teaching Staff (HPTS) allocations, student workers and timesheets.

#### **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.

Although each Senior Student & Programme 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 University.

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 also be required to liaise with colleagues in other areas, such as:

- Academic Services teams
- Marketing & Communications
- Human Resources
- Finance
- IT Services
- 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**

	Essential	Desirable	Tested by
<p><b>Knowledge, Education, Qualifications and Training</b></p> <p>High standard of education to degree level or equivalent administrative experience.</p> <p>Knowledge and understanding of the HE sector and student life cycle.</p> <p>Knowledge and experience of Record Systems (preferably Banner) and related software.</p>	X  X	   X	<p>Application Form</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p>
<p><b>Skills and/or Abilities</b></p> <p>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.</p> <p>Excellent interpersonal skills including a professional approach and manner and ability to use tact and diplomacy.</p> <p>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.</p> <p>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.</p> <p>Flexibility and proven ability to respond effectively to changing requirements.</p> <p>Excellent IT skills and proven ability to learn new systems and programmes.</p> <p>A high level of numeracy and literacy, and proven ability to write documents such as procedures, reports and papers.</p>	X  X  X  X  X	       X	<p>Application Form / Interview</p> <p>Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview / Test</p> <p>Application Form / Interview / Test</p>
<p><b>Experience</b></p> <p>Excellent customer service skills and experience of responding to enquiries and requests from a range of service users.</p> <p>Experience of communicating with stakeholders at various levels within an organisation.</p> <p>Experience of creating and updating communication materials, including webpages.</p> <p>Experience of attending/servicing committees and event planning and management.</p> <p>Experience of using reporting tools, manipulating data and analysing large data sets to identify trends.</p> <p>Experience of training staff.</p> <p>Experience of line management or supervision.</p>	X  X     X	    X  X  X   X	<p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Test</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p>
<p><b>Other requirements</b></p> <p>To adhere to the University's Equality, Diversity, and Inclusion Policy in all activities, and to actively promote equality of opportunity wherever possible.</p> <p>Committed to personal development</p>	X  X		<p>Application Form / Interview</p>

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