

JOB DESCRIPTION

Job title:	Student & Programme Administration Assistant
Department / Unit:	School of EPMS, Academic Services
Job type	Permanent - Professional Services
Grade:	RHUL 4
Accountable to:	Student & Programme Administration Manager
Accountable for:	Not applicable
Purpose of the post	
<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 Student & Programme Administration Assistant 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, and to know when to seek guidance from senior colleagues.</p> <p>Academic administrators will support the School Manager (SM) in ensuring the efficient administration of the School. The Student & Programme Administration Assistant role is responsible for the key tasks outlined below.</p>	
Key tasks	
<p>Support student and programme administrative processes, working under the Student & Programme Administration Manager and with the rest of the School Administration team. The core responsibilities will include:</p> <ol style="list-style-type: none"> 1. Supporting the delivery of the student and programme administrative lifecycle. 2. Delivering excellent customer service to students and other stakeholders, including alignment with the University's Student First approach. 3. Developing effective working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required. 4. 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 stay up to date with the latest information, training and best practice. 	

The Student & Programme Administration Assistant could be tasked with any combination of the following:

Student and Programme Administration

5. Undertaking academic timetabling processes and registration, including course and activity registrations.
6. Assisting with assessment and exams processes, particularly through managing assessment submissions.
7. Servicing school committees and meetings.
8. Assisting with results and graduation processes, including the recording of marks.
9. Administering student records processes, including the maintenance of data on the student record system and student files.

Central Administration Support

10. Administering recruitment and admissions processes, such as supporting recruitment events and admissions processes, including the administration of school scholarships and bursaries.
11. Undertaking wellbeing and student support processes, for example assisting with the provision of first line pastoral support to students and referral to Personal Tutors and central support services, as appropriate.
12. Assisting with academic investigations processes, such as requests for information and action in relation to academic investigations.

School-Specific Administration

13. Assisting with the administration of student and staff field trips, where applicable.
14. Assisting with the administration of the School's specialist locations, for example making ad hoc bookings and arrangements for customers to use the School's specialist space, where applicable.

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 Student & Programme Administration Assistant 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 post holder will be required to work closely with all colleagues within the School of Engineering Physical and Mathematical Sciences.

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
- 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: Administration Assistant

Department: Academic Services

	Essential	Desirable	Tested by
Knowledge, Education, Qualifications and Training Minimum of 5 GCSE's or equivalent. Good standard of education to degree level or equivalent administrative experience. Knowledge and understanding of the HE sector and student life cycle. Knowledge of Record Systems (preferably Banner) and related software.	X		Application Form
		X	Application Form
		X	Application Form / Interview
		X	Application Form / Interview
Skills and/or Abilities Ability to work as part of team and support colleagues.	X		Application Form / Interview
Good 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
Organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines.	X		Application Form / Interview
Proven ability to use creative problem-solving techniques and identify and implement administrative improvements.		X	Application Form / Interview
Ability to work methodically with accuracy and speed.	X		Application Form / Test
Flexibility and the ability to respond effectively to changing requirements.	X		Application Form / Interview
IT skills and ability to learn new systems and programmes.	X		Application Form / Test
A good level of numeracy and literacy, and ability to contribute to documents such as procedures, reports and papers.	X		Application Form / Interview / Test
Experience Good customer service skills and experience of responding to enquiries and requests from a range of service users. Experience of communicating with stakeholders at various levels within an organisation. Experience of using and manipulating data.	X		Application Form / Interview
		X	Application Form / Interview
		X	Application Form / Test
Other requirements To adhere to the University's Equality, Diversity, and Inclusion Policy in all activities, and to actively promote equality of opportunity wherever possible.	X		Application Form / Interview
Committed to personal development	X		
Ability to work occasional weekends or late evenings and travel to events and other external activities as required.	X		Application Form