

## JOB DESCRIPTION

<b>Job title:</b>	Helpdesk and Student & Programme Officer
<b>Department / Unit:</b>	School of Life Sciences and the Environment, Academic Services
<b>Job type</b>	Permanent - Professional Services
<b>Grade:</b>	RHUL 5
<b>Accountable to:</b>	School Manager
<b>Accountable for:</b>	Not applicable
<b>Purpose of the post</b>	
<p>Academic Administration and Student Administration at Royal Holloway are both part of the University's Academic Services directorate; a single professional service which supports the student journey.</p> <p>Academic Administration is organised into six School Administration teams and a Doctoral School. This post is based within the School of Life Sciences and the Environment which comprises of the departments of Biological Sciences, Earth Sciences, Geography, Health Studies and Psychology.</p> <p>Helpdesks within each School Administration team and the Student Services Centre have been designed to provide a consistent, accessible point of contact for all enquiries and services, making it easy for customers to obtain the information and assistance they require.</p> <p>It is expected that Helpdesk and Student &amp; Programme Officers will develop a breadth of knowledge across all school and central services, and demonstrate a commitment to our shared vision and service standards. They will be expected to work closely with the rest of the School Administration team and colleagues in the Student Services Centre, as well as those across other academic and professional services areas. The role holder will be able to work with minimal supervision and to know when they need to seek guidance from senior colleagues.</p> <p>All Helpdesks are dedicated to providing outstanding customer service, and staff in these roles are key to the success of the service.</p>	
<b>Key tasks</b>	
<p>Support the day to day running of the School, working into the School Manager and with the rest of the School Administration team. The core responsibilities and skills will include:</p> <ol style="list-style-type: none"> <li>1. Managing the day to day running of the helpdesk (in person and online), including real-time monitoring of services and responding to changes in demand</li> <li>2. Supporting and providing training to colleagues who will contribute towards the running of the helpdesk.</li> <li>3. Delivering excellent customer service to students and other stakeholders.</li> <li>4. Helping to develop improvements in procedures and services.</li> <li>5. Developing effective networks and working relationships with colleagues, sharing good practice and increasing knowledge/understanding across different administrative areas, as required.</li> </ol>	

### **Help Desk Administration**

6. Responding to all enquiries and requests for information, made in-person, by phone or by email to a central mailbox from current, former and prospective students, as well as from staff and third parties.
7. Ensuring that each query is resolved appropriately and in a timely manner using agreed referral and escalation processes, when necessary, to put students in touch with the appropriate colleagues from across the School, University and to external contacts.
8. Develop a communication plan to students across the year, maintaining / updating FAQs
9. Acting as the School Admin D&N and Wellbeing lead, maintaining a Wellbeing log and inputting into, for example, engagement data.
10. Taking a leading role in wellbeing and student support processes, providing first line pastoral support and information to students and co-ordinating referrals to Personal Tutors and central support services, as appropriate.
11. Contributing to the updating and creation of resources e.g. websites and other promotional materials.
12. Recording, collating and analysing Helpdesk stats for reporting and review purposes.

### **Student and Programme Administration**

13. Undertaking coursework and exams processes, for example supporting results boards, and overseeing assessment submissions and exams arrangements.
14. Administering results and graduation processes, for example the recording of marks, extensions and extenuating circumstances, results outcomes and graduation.
15. Lead contact for Student-led societies, a key contact for the Student Union and student reps, helping to organise Staff and Student Action Meetings
16. Leading the organisational planning and delivery of Welcome Week
17. Administering careers processes, including supporting Alumni and Careers events.

### **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.

Although each Helpdesk and Student & Programme Officer will be based in a single school/service, if the need arises they may be required to assist and provide cover for another helpdesk, 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.

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

- Student Services Centre
- Student Administration
- Marketing & Communications
- IT Services
- Administrative and academic staff in schools

## PERSON SPECIFICATION

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

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**Department:** Academic Services

	Essential	Desirable	Tested by
<b>Knowledge, Education, Qualifications and Training</b> A good standard of education up to A-Level or equivalent experience Knowledge and understanding of the HE sector and student life cycle. Knowledge of Student Record Systems (preferably Banner) and related software.	X		Application Form
		X	Interview
		X	Application Form
<b>Skills and/or Abilities</b> Ability to work as part of team and support colleagues. Ability and readiness to work on own initiative and act pro-actively. Good organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines. Demonstrable experience in creative problem solving techniques and identify and implement administrative improvements. Ability to undertake tasks that require a high level of attention to detail and accuracy checking. Flexibility and the ability to respond effectively to changing requirements. Good IT skills and proven ability to learn new systems and programmes.	X		Application Form / Interview
	X		Interview
	X		Application Form / Interview
		X	Application Form / Interview
	X		Application Form / Test
	X		Application Form / Interview
	X		Application Form / Test
<b>Experience</b> Excellent 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		Interview
	X		Interview
	X		Application Form / Test
<b>Other requirements</b> Committed to personal development and a proven interest in building a career in academic administration. Ability to work occasional weekends or late evenings and travel to events and other external activities as required.	X		Interview
	X		Interview