

JOB DESCRIPTION

Job Title:	Academic Investigations Administration Assistant
Department / Unit:	Student Administration
Job type	Full-Time – fixed term (until 31 July 2025) - Professional Services
Grade:	RHUL 4
Accountable to:	Academic Investigations Manager
Purpose of the Post	
<p>Student Administration is part of the Student Journey Division and is responsible for delivering the core administrative functions involved in the student lifecycle, from Enrolment to Results. The Directorate is focused on delivering an excellent student experience by developing and delivering effective and efficient processes to support students through their journey at the University.</p> <p>The Directorate is comprised of Student Administration Operations, the Student Services Centre, the Doctoral School, Academic Investigations and the 6 School Administrative Teams.</p> <p>The Academic Investigations team is responsible for managing the Academic Misconduct process at all stages throughout the University and for investigating academic appeals and formal complaints. The Administration Officer will be responsible for providing administrative support to the team.</p> <p>The role of the Administration Officer is based in the Academic Investigations Team providing administrative support for the academic misconduct, academic appeals and formal complaint procedures.</p>	
Key Tasks	
<ul style="list-style-type: none"> • Ensuring accurate record keeping and case management for all Academic Investigations cases • Setting up and sending email and formal correspondence with students, ensuring follow up action is undertaken as necessary. • Triaging requests to investigate academic misconduct, determining and undertaking next steps as appropriate. • Assisting in the preparation of documents for academic misconduct panels. • Responding to student and staff queries on behalf of the Academic Investigations team • Ensuring all enquiries are accurately recorded for reporting and quality control purposes. • Liaising with colleagues from across the University to assist with investigations into academic appeals and complaints. • Maintaining an accurate case-log and records for all cases. 	

- Delivering excellent customer service to students and other stakeholders, including alignment with the University's Student First approach.
- Supporting the continuous review of practices and processes in relation to academic misconduct to ensure efficiency and provide the best possible experience for students.
- Contributing to the updating and creation of resources e.g., webpages and user guides.

The Academic Investigation team is a hybrid-working team and predominantly works remotely. Currently, attendance in person on campus is required every other Wednesday, and on regular Team days (dates to be advised in advance). These arrangements are subject to regular review and may change.

Other duties

All members of Student Administration are expected to assist with the key events run by Student Administration such as Enrolment, University Examinations, Clearing and Graduation and are expected to work as a team. This may involve occasional working at weekends or evenings.

The duties listed above are not exhaustive and 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.

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:

- Student Administration,
- Student Services Centre
- Academic Schools – Administrative and Academic Staff
- Student Wellbeing Services
- Legal & Compliance
- Other professional services and 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: Academic Investigations Administration Officer

Department: Student Administration

	Essential	Desirable	Tested by (Application Form, Interview, Test)
Knowledge, Education, Qualifications and Training			
Good standard of education up to A-Level	X		App form
Knowledge and understanding of the HE sector and student life cycle		X	App Form/Interview
Knowledge and experience of Record Systems (preferably Banner) and related software		X	App Form/Interview
Skills and/or Abilities			
Excellent interpersonal skills including a professional approach and manner and ability to use tact and diplomacy	X		App Form/Interview
Ability to work as part of team and support colleagues	X		App Form/Interview
Excellent organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines	X		Interview/Test
Excellent oral and written communication skills.	X		Test /Interview
Ability to undertake tasks that require a high level of attention to detail and accuracy checking	X		Interview/Test
Excellent IT skills, including the ability to learn new systems	X		Application form/ Interview/Test
Experience			
Excellent customer service skills and experience of responding to enquiries and requests from a range of service users	X		Interview/Test
Experience of working as part of an administrative team		X	Application form /Interview
Experience of writing formal letters and maintaining accurate records	X		Interview/Test
Experience of reviewing and developing processes to improve efficiency and customer satisfaction		X	App Form/Interview
Other requirements			
Committed to personal development and interested in furthering a career in academic administration	X		App Form/Interview
An understanding of and commitment to the principles of equality, diversity, and inclusion	X		App Form/Interview
Weekend or late evening working and travel to events and other external activities as required	X		App Form