

## JOB DESCRIPTION

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| <b>Job title:</b>  | School Administration Officer  |
| <b>Department / Unit:</b>  | School of Engineering, Physical and Mathematical Sciences, Academic Services |
| <b>Job type</b>  | Fixed Term, Part Time - Professional Services                                |
| <b>Grade:</b>  | RHUL 5   |
| <b>Accountable to:</b>   | Senior School Administration Officer   |
| <b>Accountable for:</b>  | Not applicable   |
| <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 School Administration Officer role will be responsible for a variety of tasks and processes to support the day to day running of the school. 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 work with minimal supervision and to know when they need 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 School Administration Officer role is responsible for the key tasks outlined below.</p> |  |
| <b>Key tasks</b>   |  |
| <p>Support the day to day running of the school, working under the Senior School Administration Officer 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. Delivering the school administrative lifecycle, with particular focus on financial and human resourcing processes.</li> <li>2. Supporting and providing training to colleagues who will contribute towards this delivery.</li> <li>3. Delivering excellent customer service to students and other stakeholders, including alignment with the University's Student First approach.</li> <li>4. Assisting with the development of procedures and service improvements.</li> <li>5. Developing effective networks and working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required.</li> </ol>  |  |

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 stay up to date with the latest information, training and best practice.

The School Administration Officer could be tasked with any combination of the following:

#### **School & Office Administration**

7. Co-ordinating school administrative processes, for example:
  - a. Servicing of school committees and meetings.
  - b. Maintaining the school calendar.
  - c. Organising school events.
  - d. Overseeing and providing assistance to the school reception function.
8. Diary management for the Head of School and Head of Departments.
9. Managing the office environment, such as the use and requirement of school facilities and materials.
10. Assuming Health and Safety responsibilities for the Administration team, including co-ordinating and conducting workstation and risk assessments.

#### **Finance, Research & Human Resources Administration**

11. Responsibility for overseeing and administering school finance processes, for example:
  - a. Purchasing and transactional activities, such as requisitions and purchase orders, school scholarships and bursaries, coding supplier invoices, journals and monitoring/approving workflow tasks on the University finance system.
  - b. Financial year-end procedures.
  - c. Online Store sales.
  - d. Petty Cash float and collection, security and transfer of cash associated with School activities.
12. Administering school HR processes, for example:
  - a. Completing absence reporting procedures.
  - b. Assisting with the allocation of Hourly Paid Teaching Staff (HPTS).
  - c. Supporting the School's use of student workers.
  - d. Supporting the completion of authorisation of timesheets for hourly paid staff.
13. Administering research support processes, including procurement, conference and field trip logistics and HR support.

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

14. Assisting with the School's administrative processes for arranging and supporting Demonstrators and Technicians, 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 School 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 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
- Human Resources
- Finance
- IT Services
- Commercial Services and Estates
- 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 Officer**

**Department: Academic Services**

|   | Essential | Desirable | Tested by                           |
|---|-----------|-----------|-------------------------------------|
| <p><b>Knowledge, Education, Qualifications and Training</b></p> <p>Educated to A' Level standards or equivalent administrative experience.</p> <p>Educated to degree level or equivalent administrative experience.</p> <p>Knowledge and understanding of the HE sector and student life cycle.</p> <p>Knowledge of Record Systems (preferably Banner) and related software.</p>  | X         |           |                                     |
|   |           | X         | Application Form                    |
|   |           | X         | Application Form / Interview        |
|   |           | X         | Application Form / Interview        |
| <p><b>Skills and/or Abilities</b></p> <p>Excellent interpersonal skills including a professional approach and manner and ability to use tact and diplomacy.</p> <p>Ability and readiness to work on own initiative and act pro-actively.</p> <p>Good organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines.</p> <p>Experience of using creative problem-solving techniques and identify and implement administrative improvements.</p> <p>Ability to undertake tasks that require a high level of attention to detail and accuracy checking.</p> <p>Flexibility and the ability to respond effectively to changing requirements.</p> <p>Good IT skills and proven ability to learn new systems and programmes.</p> <p>A good level of numeracy and literacy, and proven ability to write documents such as procedures, reports and papers.</p> | X         |           | Interview                           |
|   | X         |           | Application Form / Interview        |
|   | X         |           | Application Form / Interview        |
|   |           | X         | Application Form / Interview        |
|   | X         |           | Application Form / Test             |
|   | X         |           | Application Form / Interview        |
|   | X         |           | Application Form / Test             |
|   | X         |           | Application Form / Interview / Test |
| <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.</p> <p>Experience of using reporting tools.</p> <p>Experience of using and manipulating data.</p>   | X         |           | Application Form / Interview        |
|   | X         |           | Application Form / Interview        |
|   |           | X         | Application Form / Interview        |
|   |           | X         | Application Form / Interview        |
|   |           | X         | Application Form / Interview        |
|   |           | X         | Application Form / Test             |
| <p><b>Other requirements</b></p> <p>Committed to personal development and a proven interest in building a career in academic administration.</p> <p>Ability to work occasional weekends or late evenings and travel to events and other external activities as required.</p> <p>An understanding of, and commitment to the principles of equality, diversity, and inclusion</p>   | X         |           | Application Form / Interview        |
|   | X         |           | Application Form                    |
|   | X         |           | Application Form                    |

