

JOB DESCRIPTION

Job title:	Student & Programme Administration Officer
Department / Unit:	School of Law and Social Sciences, Academic Services
Job type	Full time, Permanent - Professional Services
Grade:	RHUL 5
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 Law and Social Sciences.</p> <p>The Student & 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 Law and Social 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 Student & Programme Administration Officer 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. Delivering the student and programme administrative lifecycle in the School, with particular focus on academic timetabling and registration, and recruitment and admissions processes. 2. Supporting and providing training to colleagues who will contribute towards this delivery. 3. Delivering excellent customer service to students and other stakeholders, including alignment with the College's Student First approach. 4. Assisting with the development of procedures and service improvements. 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 stay up to date with the latest information, training and best practice.

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

Student & Programme Administration

7. Delivering academic timetabling and registration processes, such as timetabling requirements and course and activity registrations.
8. Organising teaching design and quality assurance processes, such as liaison with the SU, Societies and the running of Student/Staff Committees.
9. Servicing school committees and meetings.
10. Administering teaching and learning support and engagement processes, including co-ordinating teaching resources and tutor allocations.
11. Undertaking assessment and exams processes, for example supporting results boards, school prizes and overseeing assessment submissions and exams arrangements.
12. Administering results and graduation processes, for example the recording of marks, extensions and extenuating circumstances, results outcomes and graduation.

Central Administration Support

13. Facilitating recruitment and admissions processes, including overseeing the administration team's support with recruitment events and admissions processes, including the administration of school scholarships and bursaries.
14. Organising careers processes, such as co-ordinating the collation and inputting of Passport points and support for Alumni and Careers events.
15. Administering wellbeing and student support processes, including the implementation of DDS administrative arrangements for students.

School-Specific Administration

16. Making ad hoc bookings and arrangements for customers to use the School's specialist spaces, where applicable
17. Supporting the teaching and assessment of student performances, where applicable.
18. Assisting with arrangements for Demonstrators and Technicians, such as lab timetabling, 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 College. 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 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 College.

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 Law and Social 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