



JOB DESCRIPTION

Department:	Student Administration (Registry)
Post Title:	Administration Assistant
Responsible to:	Student Administration Managers
Grade:	4

The Registry at Royal Holloway is responsible for a wide range of administrative and policy related roles central to the student lifecycle.

The Student Administration section is responsible for all central administrative functions involved in the student lifecycle, including; Enrolment, Examinations and Graduation Ceremonies. The role of the Administration Assistants is to act as the specialist administrative support for one or more of these key functions, under the direction of the Student Administration Managers.

The role of the Student Administration Assistants is to complete assigned administrative tasks associated to these key functions.

Duties applicable to all roles:

- Handling Departmental enquiries relating to Student Administration processes.
- Maintaining information and reporting on data held on the student record system and other administrative systems.
- Assisting with the key events run by Student Administration; Enrolment, College Examinations and Graduation. Including taking on responsibility for particular activities involved in the organisation of the events, as outlined in the examples section below.
- Processing student movements, such as Interruptions, Withdrawals and Change of Modes of Attendance.
- Running small-scale enrolment sessions for programme starting outside of the main College Enrolment week.
- Assisting with results checking for Undergraduate and Postgraduate students.
- Creating, maintaining and auditing student files in hardcopy or through the electronic document management system as appropriate.

Examples of specific responsibilities for the roles include:

- Administering the Intercollegiate enrolment and examination registration processes.
- Organising examination stationery and preparing the examination sites for the central College Examinations.
- Administering Exam Access Arrangements for students.
- Production of Course Feedback Forms for Academic Departments
- Supporting the PGR examinations processes, including processing application to submit forms and receiving and processing theses.
- Maintaining the Student Administration online resource for Departments.

All members of Student Administration are expected to assist with key events run by Student Administration; Enrolment, College Examinations and Graduation and are expected to work as a team and to assist with other duties which are commensurate with the grade and as required by their line manager.

As the needs of the College change the duties and location of the role within the College will be adjusted accordingly.

August 2015