

JOB DESCRIPTION

Job Title:	Student Administration Assistant
Department / Unit:	Student Administration
Job type	Full Time, Fixed Term, Professional Services
Grade:	RHUL 4
Accountable to:	Student Visa Compliance Manager
Accountable for:	Not Applicable
Purpose of the Post	
<p>Student Administration 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 composed of Student Administration Operations, the Student Services Centre, the Doctoral School, Academic Investigations and six School Administrative Teams.</p> <p>The Enrolment and Records team deliver the University's Enrolment and Records processes including the monitoring of students with a Royal Holloway sponsored student visa, attendance and engagement monitoring processes tuition fee billing, bursaries and scholarship payments and SLC reporting.</p> <p>The role of Student Administration Assistant (Records) is to provide administrative support for the Enrolment and Records team including student record amendments, student visa compliance records and responding to student queries. The post holder is responsible for input and maintenance of data and to provide operational support with Right to Study verification at the two main enrolment sessions in September/October and January of each academic year. Also, at any of the ad hoc enrolment for external or non-standard programmes.</p>	
Key Tasks	
<ul style="list-style-type: none"> • Support the administration of the processes for collecting and monitoring visa compliance activities. These will include but are not limited to supporting the Senior Visa Records Officer with: <ul style="list-style-type: none"> ➤ Carrying out key validations, for example, checking visa and passport documents, address checks. ➤ Assigning sponsorship to continuing student visa holders ➤ Completing notifications to UK Visa and Immigration for changes to sponsored student circumstances, as appropriate. ➤ Using the Sponsor Management System for UKVI ➤ Using the Account Manager Portal for UKVI 	

- Delivering excellent customer service to students and other stakeholders
 - Developing effective working relationships with colleagues
- Handling student and departmental enquiries relating to Student Administration processes through the University's enquiry management system and email processing Student Record Amendments (interruption to study, withdrawal from degree course and change of degree course), acting as a key contact including tracking, reporting and updating forms and procedures relating to this.
- Handling student and School enquiries relating to Student Administration processes through email and the enquiry management system and ASK Royal Holloway student portal.
 - Creating, maintaining, and auditing student visa files through the electronic document management system.
 - Undertaking the entry and maintenance of data on the student record system and associated systems, including the visa compliance validations, monitoring, and records systems.
 - Documenting procedures and updating procedures relating to student movements and other record processes.
 - Identifying potential improvements to the current processes and assisting the Student Visa Compliance Manager or Senior Officer in implementing them.
 - Collaborate with other members of the Enrolment and Records Team to ensure key tasks are completed at peak times for Enrolment, Visa Records and Engagement Monitoring.

Other Duties

- All members of Student Administration are expected to support Student Administration/University-wide events including (but not limited to) start of session, open days, clearing, applicant visit days, central examinations, graduation etc. This may involve occasional working at the weekends or evenings.
- The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other 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:

Internal:

- Academic Schools – Administrative and Academic Staff
- Student Journey Division Directorates
- Students
- IT
- Student Administration Operations Teams

External:

- UK Visa's & Immigration (UKVI)
- UKCISA & ICN Networks

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: Student Administration

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Educated to A Level, or equivalent administrative experience	X		App Form
Knowledge and understanding of the HE student life cycle		X	App Form/Interview
Skills and Abilities			
Excellent IT skills and the ability to learn new programmes	X		App Form/Interview
A professional approach and manner	X		Interview
Excellent interpersonal skills and an ability to work as part of team	X		App Form/Interview
Good oral and written communication skills	X		App Form/Interview
Excellent organisational skills and ability to work on own initiative	X		App Form/Interview
Ability to work with accuracy and speed	X		Test
Ability to work under pressure and meet deadlines	X		App Form/Interview
Experience			
Experience of working as part of an administrative team, visa compliance experience would be an advantage	X		Interview
Experience of responding to enquiries and requests from a range of service users	X		App Form/Interview
Familiarity with Student Records Systems or similar		X	App Form/Interview
Experience of data entry	X		App Form
Other requirements			
Committed to personal development	X		App Form/Interview
Occasional weekend or late evening working and travel to events and other external activities	X		App Form
Commitment to equality, diversity, and inclusion	X		App Form/ Interview