

JOB DESCRIPTION

Job title:	Senior Student Administration Officer Information Security Group, Centre for Doctoral Training (ISG CDT)
Department / Unit:	Doctoral School, Student Administration Directorate
Grade:	Part Time, Fixed Term - RHUL 6
Accountable to:	Doctoral School Manager (Recruitment & Scholarships)
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 Graduation. 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 the 6 School Administrative Teams.</p> <p>The Doctoral School at Royal Holloway provides a single professional service to support the research students' journey from application through to award and to facilitate the creation of a cohesive research student community. It is organised into three main streams:</p> <ul style="list-style-type: none"> • Research degree recruitment and scholarships including Doctoral Training Partnerships • Researcher training, development and community • Research student administration <p>The Information Security Group (ISG) is a world-leading interdisciplinary research group dedicated to research and education in information (cyber) security. The Centre for Doctoral Training (CDT) is a training centre, developing PhD researchers within areas related to the interest of the ISG. The ISG CDT Senior Administration Officer is responsible for the core administrative processes associated with the CDT.</p>	
Key tasks	
<ol style="list-style-type: none"> 1. Overseeing the processes and operational direction for CDT research administration activities and contributing to a culture of continuous improvement, including University initiatives to identify improvement and enhancement opportunities. 2. Managing the ISG CDT administrative processes including: <ol style="list-style-type: none"> a) Oversee and co-ordinate the annual calendar of CDT meetings and events including servicing the CDT management committees and meetings. b) Organising research events, training and conferences. 3. Acting as the key point for contact for all ISG CDT operational processes. This will include liaising with staff and services across the University and at other CDTs and building excellent working relationships to ensure the smooth operation of the CDT. 	

4. Acting as a point of authority on the CDT and UKRI (UK Research and Innovation) and all associated regulations, terms and conditions, and to manage all CDT enquiries from students, academic staff and partner organisations.
5. Acting as key point of contact for all ISG CDT students, providing help and advice, eg. guidance on travel requests and expense claims, training and placements.
6. Management of CDT student records, data and documents, including ensuring that all documents are stored in an organised system with appropriate levels of accessibility.
7. Maintaining communications and publicity relating to the CDT, via the website, blogs, tweets, LinkedIn, ensuring this provides accurate, clear information and guidance, and further developing student stories and projects for dissemination.
8. Working with the Doctoral School Data, Records and Fees team, take responsibility for the maintenance and accuracy of data on the UKRI Je-S system for CDT students.
9. Overseeing the required reporting to CDT including the monitoring of the progress of CDT students at Royal Holloway, producing and reviewing statistical and analytical information relating to CDT students and the preparation of annual reports.
10. Documenting procedures and developing processes relating to the CDT and undertaking the continuous review of practices and processes, in conjunction with the Doctoral School, to ensure accuracy and efficiency and provide the best possible experience for applicants and students.
11. Working with the Doctoral School team in setting service standards and measure performance against these standards and identifying improvement and enhancement opportunities.
12. Developing effective networks and working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required.
13. Supporting academic staff with CDT research grant information in line with advice and guidance from team in Research and Innovation and Research Finance. This includes management of research funds, including ensuring that grants are managed in accordance with sponsors' terms and conditions
14. Co-ordinating and oversight of the CDT research budget, including:
 - a. Ensuring that there are effective established financial controls and overseeing the budget expenditure.
 - b. Liaising with the Finance Department to ensure that financial transactions conform to the University's Financial Regulations
 - c. Management of Financial year-end procedures.
15. Overseeing and undertaking procurement processes for research purposes, including purchasing and transactional activities, such as expense claims, requisitions and purchase orders, coding supplier invoices, journals and monitoring/approving workflow tasks on the University finance system.

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.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal relationships

The post holder will be required to work closely with all colleagues within the Doctoral School and 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:

- Student and Academic Services teams
- Research and Innovation
- Marketing and Communications
- 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.

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Department: Doctoral School,
Student Administration Directorate

	Essential	Desirable	Tested by
Knowledge, Education, Qualifications and Training			
High standard of education to degree level or equivalent administrative experience.	X		Application Form
Knowledge and understanding of the HE sector and student life cycle.	X		Application Form / Interview
Knowledge and experience of Record Systems (preferably Banner) and related software.		X	Application Form / Interview
Skills and/or Abilities			
Proven ability to work as part of team and support colleagues, as well as a readiness to work on own initiative and act pro-actively.	X		Application Form / Interview
Excellent oral and written communication skills including ability to write procedures and reports	X		Application form / Interview / Test
Excellent interpersonal skills including a professional approach and manner and ability to use tact and diplomacy.	X		Interview
Excellent organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines, whilst maintaining a high level of attention to detail and accuracy.	X		Application Form / Interview
Ability to use creative problem solving techniques, identify and implement administrative improvements, and innovate and develop processes and policies to improve efficiency and customer satisfaction.	X		Application Form / Interview
Flexibility and proven ability to respond effectively to changing requirements.	X		Application Form / Interview
Excellent IT skills and proven ability to learn new systems and programmes.	X		Application Form / Test
A high level of numeracy, confident with data manipulation and budget tracking.	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		Application Form / Interview
Experience of creating and updating communication materials, including webpages.		X	Application Form / Interview
Experience of attending/servicing committees, event planning and management.		X	Application Form / Interview
Experience of using reporting tools, manipulating data and analysing large data sets to identify trends.		X	Application Form / Test
Other requirements			
Committed to personal development and a proven interest in building a career in academic administration.	X		Application Form / Interview
Ability to work occasional weekends or late evenings and travel to events and other external activities as required.	X		Application Form