JOB DESCRIPTION

Job Title:	Student Administration Assistant (Results Documentation)
Department:	Student Administration
Job type	Professional Services
Grade:	RHUL 4
Accountable to:	Student Administration Manager (Assessments)
Accountable for:	Not Applicable

Purpose of the Post

Student Administration is responsible for delivering the core administrative functions involved in the student lifecycle, from Enrolment to Results. The department 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.

The Department is composed of Student Administration Operations, the Student Services Centre, the Doctoral School, Academic Investigations and the Academic Administrative Teams. Student Administration is part of the Student Journey Directorate.

The Assessment and Results team deliver the University's in-person exams and support Academic Faculties/Departments in delivering online assessment. The team manage the central processing, publication and documentation of results (marks, progression and awards) and also provide the administration of centralised mitigation processes.

The role of the Student Administration Assistant (Results Documentation) is based in the Assessments & Results Team and is responsible for the routine processing of results documentations (transcripts, proof of award, etc). All members of the Assessment and Results Team also provide operational support for the delivery of in person exams (currently held in January, May and August).

Key Tasks

1. Delivering excellent customer service to students and other stakeholders
2. Developing effective working relationships with colleagues
3. Handling student and departmental enquiries relating to Results Documentation processes through the University's enquiry management system and email.
4. Processing requests for results documentation from current and previous students following well established processes.
5. Printing, checking and preparing result documentation ready for dispatch in an efficient and timely manner.
6. Documenting procedures and updating procedures relating to the Results Documentation processes
7. Data entry on University Student Records System; including course registrations, Exam Access Arrangement data, Mark, progression and mitigation outcomes
8. Undertaking occasional administrative tasks in support of the wider Assessment &

Results team.
9. Provide operational support during in person examination periods.

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 reasonably requested by his/her manager.

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

- The Assessments & Results have a hybrid working model with a mixture of on-campus and work-from-home delivery – equipment will be provided for home working.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

PERSON SPECIFICATION

Job Title: Student Administration Assistant (Results Documentation)

Department: Student Administration

	Essential	Desirable	Tested by (Application Form, Interview, Test)
Knowledge, Education, Qualifications and Training			
Educated to A' Level standards or equivalent administrative experience	X		App Form
Knowledge and understanding of the HE student life cycle		X	App Form/Interview
Skills and/or Abilities			
Excellent IT skills and the ability to learn new programmes	X		Test
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	X		
Experience of responding to enquiries and requests from a range of service users	X		App Form/Interview
Familiarity with CRM, Student Records Systems or similar		X	App Form/Interview
Experience of data entry	X		App Form/Test
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