



JOB DESCRIPTION

Job Title:	Techne Senior Administration Officer (Training and Communication)
Department / Unit:	Doctoral School, Student Administration
Job type	Professional Services
Grade:	6
Accountable to:	Techne DTP 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 Graduation. 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.</p> <p>The Department is composed of Student Administration Operations, the Student Services Centre, the Doctoral School, Academic Investigations and the 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 funding including Doctoral Training Partnerships • Researcher training, development and community • Research student administration <p>The Techne Doctoral Training Partnership (DTP) is a consortium of nine universities in London and the south-east, led by Royal Holloway, which awards Arts Humanities Research Council (AHRC) doctoral scholarships and provides training and development opportunities for students. The Techne Senior Administration Officer (Training and Communication) will take the operational lead on all core processes associated with Techne training, which is a strategically crucial part of Techne's work.</p>	
Key Tasks	
<p>Support Techne student and programme administrative processes for training, working with members of the Techne team including the Director, Manager and Chair of the Techne Training Group. The core responsibilities will include:</p>	

1. Operational responsibility for planning and implementing the delivery of the Techne training programme. This includes, but is not limited to convening the work of the Training Group sub-groups, managing the training application process for students and Techne academics, staff and student-led events, events delivered by external training providers and bi-annual Congresses.
2. With the Chair of the Techne Training Group, taking the lead on decisions about all Techne training applications received from students and Techne academics.
3. Supporting the Techne Manager to improve the administrative training processes for all Techne students across the DTP and contributing to a culture of continuous improvement including all initiatives to review and improve service standards.
4. Delivering excellent customer service to students and all other Techne stakeholders, including benchmarking Techne training provision against that provided by other Doctoral Training Partnerships.
5. Developing effective networks and working relationships with colleagues and Techne stakeholders, sharing good practice and increasing knowledge and understanding across different Techne administrative areas, as required.
6. Participating in the on-line DTP networking training events in order to build relationships with staff working in the same functions in other DTPs, and to ensure that you and your team stay up to date with the latest information, training and best practice.
7. Developing and sustaining professional relationships with external training providers and providing statistical analyses upon the outcome of training delivered to the Training Group.

The Techne Senior Administration Officer (Training and Communication) could be tasked with any combination of the following:

Techne Student & Training Programme Administration

8. Operational responsibility for developing and co-ordinating the annual programme of training events, workshops for Techne students, consortium supervisors and Techne conferences.
9. Operational responsibility for developing and maintaining the Techne alumni community, which is of key strategic importance to Techne and the AHRC.
10. Oversee the marketing of Techne through various channels including the Techne website, social media and conferences.
11. Development and maintenance of the Techne website.
12. Service the needs of the Techne Training Group.
13. Operational responsibility for the maintenance of all Techne student training records and external training providers ensuring that all records are kept accurately and there is appropriate accessibility.
14. Ensuring that there is an appropriate level of reporting on training delivered by external training providers.
15. Operational responsibility for managing and monitoring the Techne training budget to include liaison with Research Finance Studentships and reporting to the Techne Training Group.
16. Managing the administration of purchasing and transactional activities, such as requisitions and purchase orders, coding supplier invoices, journals and monitoring/approving workflow tasks.
17. Management of hiring of external training providers, liaising with Procurement and HR where appropriate to ensure that the appropriate processes are adhered to.
18. Providing statistical and analytical information to the Techne Training Group relating to Techne student training delivered.

Other Duties

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.

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

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

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	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Educated to degree level or equivalent relevant experience	x		App Form
Understanding of the HE student life cycle	x		App Form/Interview
Knowledge of Student Record systems and related software		x	App Form/Interview
Skills and Abilities			
Excellent oral and written communication skills including ability to develop and implement procedures and reports	x		App Form/Interview
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		App Form/Interview
Good IT skills and proven ability to learn new systems and programmes	x		App form
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		App Form/Interview
Proven 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		App Form/Interview
A professional approach and manner	x		Interview
Flexibility and proven ability to respond effectively to changing requirements.	x		App Form/Interview
Experience			
Excellent customer service skills and experience of responding to enquiries and requests from a range of service users	x		App Form/Interview
Experience of communicating with students and stakeholders at various levels within an organisation		x	App Form/Interview
Experience of events management and attending and servicing Committees	x		App Form/Interview
Experience of writing documents and producing analytical reports	x		App Form/Interview

Experience of using reporting tools, manipulating data and analysing large data sets to identify trends		x	App Form/Interview
Experience of creating and updating communication materials, including webpages		x	App Form/Interview
Experience of training staff		x	App Form/Interview
Other requirements			
Committed to personal development and interested in building a career in academic administration	x		App Form
Occasional weekend or late evening working and travel to events and other external activities	x		App Form