



Job Description

Job Title:	Network Team Administrator
Faculty/Directorate/Department:	IT Services
Job type:	Professional Services – Full Time / Fixed Term
Grade:	RHUL 6
Accountable to:	Network and Telephony Manager
Accountable for:	N/A
Purpose of the Post	
<p>The Academic Administration at Royal Holloway is organised into three School Administration faculties which are all part of the Academic Services directorate; a single professional service which supports the student journey. Administration teams have been designed to provide a consistent and effective service to both students and staff. This post is based within IT Services.</p> <p>The Team Administrator role will provide comprehensive administrative and organisational support to the Network and Telephony team within IT Services. The post holder will play a key role in ensuring the effective coordination of team activities, including meeting support, documentation management, record keeping, and communication across IT Services and wider academic and professional services.</p> <p>The role holder will work closely with colleagues within IT Services and across the University, using initiative and organisational skills to support service delivery, improve processes, and ensure accurate and timely administration.</p>	
Key Tasks	
<ol style="list-style-type: none"> 1. Provide high-quality administrative support to the Network and Telephony team, ensuring that meetings, documentation, reporting, and team coordination are managed efficiently and in line with university processes and best practice 2. Create, maintain, and manage team documentation, including procedures, guidance notes, reports, and records in line with university standards. 3. Support IT Services projects by maintaining documentation. 4. Maintain accurate records, filing systems, and shared document repositories to ensure information is accessible, current, and compliant. 5. Assist with the preparation of reports, performance data, and service information as required. 6. Act as a key point of contact for administrative queries within the Network and Telephony team, liaising with other IT teams and University departments. 	

7. Support adherence to university policies, procedures, and governance requirements.
8. Contribute to continuous improvement of administrative processes and service delivery.

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.

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

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.

Job Title: Junior Network Administrator

Department: IT Services

Criteria	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Excellent standard of education to degree level or equivalent administrative experience	X	
Knowledge and understanding of the Higher Education sector and administrative processes		X
Experience of record systems, document management systems, or similar administrative software		X
Skills and Abilities		
Ensure all applicable RHUL policies, procedures, and working practices are adhered to		X
Ability to develop a service-focused administrative culture	X	
Ability to manage multiple priorities and meet tight deadlines	X	
Strong planning, organisational, and coordination skills	X	
Clear verbal and written communication skills	X	
Strong attention to detail and accuracy.	X	
Effective time and resource management skills.	X	
Experience		
Experience of providing administrative support within a team or service environment		X
Experience of organising meetings, taking minutes, and managing actions.		X
Experience of maintaining accurate records and documentation.	X	
Experience of working with multiple stakeholders and competing priorities		X
Other Requirements		
Self-awareness and a commitment to self-improvement and personal development	X	
A proven interest in building a career in academic administration		X
Ability to work occasional weekends or late evenings and travel to events and other external activities as required	X	