



## Job Description

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| <b>Job Title:</b>   | School Administration Assistant                |
| <b>Faculty/Directorate/Department:</b>  | Academic Schools, Academic Services            |
| <b>Job type:</b>  | Professional Services – Full Time / Fixed Term |
| <b>Grade:</b>   | RHUL 4   |
| <b>Accountable to:</b>  | Senior School Administration Officer           |
| <b>Accountable for:</b>   | Not applicable                                 |
| <b>Purpose of the Post</b>  |  |
| <p>The Academic Administration at Royal Holloway is organised into six School Administration teams 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.</p> <p>The School Administration Assistant role will be responsible for a variety of tasks and processes to support the day to day running of the school. The role holder will demonstrate a commitment to our shared vision and service standards. They will be expected to work closely with colleagues in the School as well as those across other academic and professional services areas, and to know when to seek guidance from senior colleagues.</p> <p>Academic administrators will support the School Manager in ensuring the efficient administration of the School. The School Administration Assistant role is responsible for the key tasks outlined below.</p>  |  |
| <b>Key Tasks</b>  |  |
| <p>Support the day to day running of the school, working under the School Manager and with the rest of the School Administration team. The core responsibilities will include:</p> <ol style="list-style-type: none"> <li>1. Supporting the delivery of the school administrative lifecycle.</li> <li>2. Delivering excellent customer service to students and other stakeholders, including alignment with the University's Student First approach.</li> <li>3. Developing effective working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required.</li> <li>4. Being part of a Virtual Team network run by relevant Professional Services in order to build relationships with staff working in the same functions in other schools, and to stay up to date with the latest information, training and best practice.</li> </ol> <p>The School Administration Assistant could be tasked with any combination of the following:</p> <p><b>School &amp; Office Administration</b></p> |  |

5. Diary management for the Head of School and Head of Departments.
6. Undertaking school administration processes, for example maintaining the school calendar, supporting school events, and servicing school committees and meetings.
7. Assisting with the management of the office environment, such as monitoring the use and requirement of school facilities and materials.

#### **Finance, Research & Human Resources Administration**

8. Administering school finance processes, for example:
  - a. Purchasing and transactional activities, such as requisitions and purchase orders, school scholarships and bursaries, coding supplier invoices, journals and monitoring/approving workflow tasks on the University finance system.
  - b. Financial year-end procedures.
  - c. Online Store sales.
  - d. Petty Cash float and collection, security and transfer of cash associated with School activities.
9. Assisting with school HR processes, such as completing absence reporting procedures, administration of student workers and timesheets.
10. Assisting with research support processes, for example procurement, conference and field trip logistics and HR support.

#### **School-Specific Administration**

11. Organising the administration of student and staff field trips, where applicable.
12. Making ad hoc bookings and arrangements for customers to use the School's specialist spaces, where applicable.
13. Assisting with the school's administrative processes for arranging and supporting Demonstrators and Technicians, where applicable.

#### **Helpdesk Administration**

Support school helpdesk tasks and services, as required, in order to help ensure that the service is adequately staffed during opening hours, such as:

14. Assisting with school reception processes.
15. Responding to all enquiries and requests for information, made in-person, by phone or by email to a central mailbox from current, former and prospective students, as well as from staff and third parties.
16. Arranging appointments for students with School academic/administrative staff, as well as with specialists in central services such as Wellbeing, Student Administration and Student Fees.

#### **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.

All members of the School Administration team are responsible for supporting the School Helpdesk service and ensuring that it is adequately staffed during opening hours, which are subject to change in response to service offering and demand.

Although each School Administration Assistant will be based in a single school, if the need arises, they may be required to assist and provide cover in another school, as required, in order to ensure that an outstanding level of service is maintained across the University.

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:** School Administration Assistant

**Department:** Academic Services

| Criteria  | Essential | Desirable |
|---|-----------|-----------|
| <b>Knowledge, Education, Qualifications and Training</b>  |           |           |
| Minimum of 5 GCSE's or equivalent.  | X         |           |
| Educated to degree level or equivalent administrative experience.   |           | X         |
| Knowledge and understanding of the HE sector and student life cycle.  |           | X         |
| Knowledge of Record Systems (preferably Banner) and related software.   |           | X         |
| <b>Skills and Abilities</b>   |           |           |
| Ability to work as part of team and support colleagues.   | X         |           |
| Good interpersonal skills including a professional approach and manner and ability to use tact and diplomacy.         | X         |           |
| Ability and readiness to work on own initiative and act pro-actively.   | X         |           |
| Organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines.   | X         |           |
| Ability to use creative problem-solving techniques and identify and implement administrative improvements.            | X         |           |
| Ability to work methodically with accuracy and speed.   | X         |           |
| Flexibility and the ability to respond effectively to changing requirements.  | X         |           |
| IT skills and ability to learn new systems and programmes.  | X         |           |
| A good level of numeracy and literacy, and ability to contribute to documents such as procedures, reports and papers. | X         |           |
| <b>Experience</b>   |           |           |
| Good customer service skills and experience of responding to enquiries and requests from a range of service users.    | X         |           |
| Experience of communicating with stakeholders at various levels within an organisation.                               |           | X         |
| Experience of using and manipulating data.  |           | X         |
| <b>Other Requirements</b>   |           |           |
| Committed to personal development and an interest in building a career in academic administration.                    | X         |           |

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| Ability to work occasional weekends or late evenings and travel to events and other external activities as required. | X |  |
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