



Job Description

Job Title:	Student Administration Officer (Records and Non-Standard Courses)
Directorate:	Student Administration
Job type:	Professional Services
Grade:	5
Accountable to:	Student Administration Senior Officer (Enrolment and Records)
Accountable for:	-
Purpose of the Post	
Student Administration is responsible for delivering core administrative functions related to the student journey from Enrolment to Completion. The Directorate is part of the wider Student Journey Division which is focused on delivering an excellent student and staff experience by developing and delivering effective and efficient services and support. The directorate is composed of a collection of Student Administration Operations teams (which includes Timetabling, Assessments and Results, Enrolment and Records and the Doctoral School) and the Student Services Centre and Academic Investigations teams. The role of the Student Administration Officer (Records and Non-Standard Courses) is to provide administrative support for the range of activities undertaken by the Enrolment and Records team.	
Key Tasks	
1. Co-ordinating the enrolment and record processes of non-standard courses with the Senior Officer. 2. Communicating with students, external partners and departments regarding student enrolment on non-standard courses. 3. Acting as a point of contact for student and department enquiries relating to Student Administration processes through the designated Student Administration mailboxes and our Enquiry Management System (Dynamics), with a particular focus on record changes and non-standard courses. 4. Providing training to relevant staff at the University and external partners to ensure they understand how record updates and non-standard courses are managed and administered to support with enquiry management. 5. Maintaining data held on the student records system and other administrative systems with a particular focus on the university's non-standard and external courses. This may include: a. Processing student record updates including interruptions, withdrawals and change of degree course.	

- b. Creating and maintaining records for students on non-standard and external programmes.
 - c. Updating enrolment records at the beginning and end of the lifecycle of non-standard and external course students.
- 6. Submitting change of circumstance notifications as required on the Student Finance portal as part of processing withdrawals, interruptions and change of degree or mode.
- 7. Contributing to updates for student webpages and knowledge articles in Ask Royal Holloway linked to record updates and non-standard courses.
- 8. Documenting procedures and developing processes relating to record updates and non-standard and external courses.
- 9. Identifying potential improvements to the current record updates and non-standard records processes and assisting the Senior Officer in implementing them.
- 10. Maintaining effective working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required.
- 11. Supporting colleagues within Enrolment and Records when required with processes and enquiries.

Other Duties

All members of Student Administration are expected to assist with Directorate, Divisional and University Events, which may include Confirmation and Clearing, Welcome Week, University Examinations and Graduation.

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

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: Student Administration Officer
(Records and Non-Standard Courses)

Department: Enrolment and Records

Criteria	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Good standard of education up to A-Level or equivalent	x	
Knowledge and understanding of the Higher Education student life cycle		x
Skills and Abilities		
Excellent communication skills (verbal and written)	x	
Excellent organisational skills and the ability to work on own initiative	x	
Ability to work as part of a team	x	
Ability to work under pressure with excellent attention to detail	x	
Excellent interpersonal skills including an ability to use tact and diplomacy	x	
Excellent IT skills and the ability to learn new programmes	x	
Experience		
Experience of reviewing and developing processes to improve efficiency and customer satisfaction	x	
Experience of data entry and using and manipulating data	x	
Familiarity with Student Records Systems (preferably Banner) and Enquiry Management (CRM) systems		x
Experience of working collaboratively with individuals across multiple teams		x
Other Requirements		
Committed to providing outstanding customer service	x	
Occasional weekend or late evening working, as well as occasional travel to events and other external activities as required	x	
An understanding of and commitment to the principles of equality, diversity and inclusion	x	