

Job Description

Job title:	Teaching & Learning Operations Officer (Post Qualifying & Step Up)
Department / Unit:	Faculty of Business & Law, Academic Services
Job type	Part-Time, Fixed-Term, Professional Services
Grade:	RHUL 5
Accountable to:	Teaching & Learning Operations Senior Officer / Student Admin Senior Officer (Enrolment & Records)
Accountable for:	Not applicable
Purpose of the post	
The Academic Administration at Royal Holloway is organised into three Faculty Administration teams which are all part of the Student Journey Division; 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 the Faculty of Business & Law. The Teaching & Learning Operations Officer (PQ & Step Up) role will be responsible for a variety of tasks and processes to support the delivery of academic programmes, specifically related to Post Qualifying (PQ) and Step Up programmes in the Royal Holloway Law School. Built upon long-standing partnerships with employment agencies and service user groups, the MSc in Advanced Practice offers post-qualifying education to individuals working in social care or health services. Offered as part of the Surrey and South London Partnership, the Postgraduate Diploma in Social Work (Step up to Social Work) is a condensed programme of study that leads to a professional qualification in Social Work. The role holder will demonstrate a commitment to our shared vision and service standards. They will be expected to work closely with relevant external partners, colleagues in the Faculty of Business & Law, as well as those across other academic and professional services areas. They will be able to work with minimal supervision and to know when they need to seek guidance from senior colleagues. Academic administrators will support the Teaching & Learning Operations Manager in ensuring the efficient administration of the Faculty. The Operations Officer (PQ & Step Up) role is responsible for the key tasks outlined below.	
Key tasks	
Support student and programme administrative processes, working under the Teaching & Learning Operations Senior Officer and with colleagues across the Faculty, University and relevant external partners. The core responsibilities will include: • Delivering the student and programme administrative lifecycle in the Faculty, with particular focus on PQ & Step Up. • Supporting and providing training to colleagues who will contribute towards this delivery. • Delivering excellent customer service to students and other stakeholders, including alignment with the University's Student First approach. • Assisting with the development of procedures and service improvements.	

- Developing effective networks and working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required.

The Administration Officer (PQ & Step Up) could be tasked with any combination of the following:

- Administering Post Qualifying Courses and PG Dip Step up to Social Work within the Royal Holloway Law School, including:
 - Facilitating recruitment and admissions processes, for example:
 - Acquiring and maintaining awareness of entry criteria and entry level for the PQ admissions process.
 - Providing updates and reports with regards to the status of admissions.
- Maintaining data held on the student records system and other administrative systems. This may include: -
 - Processing student movements: interruptions, withdrawals and changes of degree
 - Creating and maintaining records for students on PQ courses
 - Updating enrolment records at the beginning and end of the student lifecycle
- Creating, maintaining and auditing student files through the University's document management system
- Overseeing assessment processes, including sourcing long-arm practice assessors and overseeing assessment arrangements.
- Overseeing results processes, including mark entry, servicing exam boards and liaising with central teams to ensure University results processes and timelines are adhered to.
- Servicing Fitness to Practice Panels and Practice Assessment Panels.
- Acquiring and maintaining a detailed knowledge of external body regulations.
- Co-ordinating the administration of student General Social Care Council (GSCC) registration.
- Creating and monitoring the database for tracking and recording student GSCC registrations.
- Presenting current student details to regulatory bodies, including the GSCC.
- Implementing GSCC guidelines on Suitability to Practice.
- Coordinating the administration for the PG Dip Step up to Social Work placement and shadow placement provision, including:
 - Identifying and securing suitable practice placement opportunities.
 - Matching student placement request profiles with appropriate practice placement agencies/opportunities from the database.
 - Initiating contact between students and potential placement providers.
 - Organising placement induction days and preparation/call back days.
 - Instigating the process for dealing with CRB disclosures.
 - Administering and monitoring the financial placement budget.
 - Administering payments to placement providers and long arm practice teachers.
 - Maintaining accurate and updated placement agency spreadsheets & databases.
 - Providing updates and reports with regards to the status of placements.
 - Acquiring and maintaining awareness of Government initiatives regarding placements.

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.

Other duties and expectations

The duties listed above may be varied from time to time as dictated by the changing needs of the University. The post holder will also be expected to undertake additional duties as appropriate and as requested by their manager.

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

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

Person Specification

Job Title: Teaching & Learning Operations Officer
(Post Qualifying & Step Up)

Department: Academic Services

	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Educated to A-Level or equivalent experience.	X	
Knowledge and understanding of the HE sector and student life cycle.		X
Knowledge of Record Systems (preferably Banner) and related software.		X
Skills and/or Abilities		
Ability to work as part of team and support colleagues.	X	
Excellent 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	
Good 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 undertake tasks that require a high level of attention to detail and accuracy checking.	X	
Flexibility and the ability to respond effectively to changing requirements.	X	
Good IT skills and proven ability to learn new systems and programmes.	X	
A good level of numeracy and literacy, and proven ability to write documents such as procedures, reports and papers.	X	
Experience		
Excellent 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 creating and updating communication materials, including webpages.		X
Experience of attending/servicing committees.		X
Experience of using reporting tools.		X
Experience of using and manipulating data.		X
Other requirements		
Committed to personal development and 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	