ROYAL HOLLOWAY UNIVERSITY OF LONDON

Job Description

Job title:	Faculty Teaching & Learning Helpdesk Officer
Faculty:	Faculty of Science
Job type:	Professional Services
Grade:	5
Accountable to:	Faculty Teaching & Learning Operations Manger
Accountable for:	Not applicable

Purpose of the Post

Teaching & Learning administration at Royal Holloway is delivered through a central Student Administration Team and three Teaching & Learning Operations Teams based in each of the three Faculties. The teams are all part of the Student Administration Directorate, which 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 Teaching & Learning Operations Helpdesk role will be responsible for a variety of tasks and processes to support Teaching and Learning within the Faculty and the Departments within it with a focus on front-line services to students. They will be expected to work closely with academic colleagues as well as those across professional services areas.

Key Tasks

Support Teaching Learning Operations and administrative processes, with a focus on front-line services to students, working under the Teaching & Learning Operations Manager and with the rest of the Teaching & Learning Operations team.

The key responsibilities will include:

- Supporting the delivery of the Teaching & Learning administrative lifecycle with a focus on front-line delivery of services to students.
- Co-ordinating the day to day running of the Faculty Helpdesk, delivering excellent customer service to students, staff and other stakeholders.
- Co-ordinating the response to all enquiries and requests for information from students including logging and tracking queries using a Customer Relationship Management (CRM) tool, where available.
- Undertaking monitoring of student enquiries; recording, collating and analysing data for reporting and review purposes
- Taking a leading role in wellbeing and student support processes, providing first line pastoral support and information to students and co-ordinating referrals to Personal Tutors and central support services.
- Contributing to the updating and creation of resources for students to ensure they are accessible and user-friendly.

- Supporting and providing training to colleagues who will contribute towards the running of the helpdesk and answering student enquiries.
- Assisting with the development of procedures and service improvements related to frontline student services.
- Developing effective working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different areas. Working especially closely with the Student Services Centre to ensure that services are aligned across the Faculty and Central Teams.
- Understand and operate effectively within the University policies and external legislation in in particular relating to Data Protection and Freedom of Information.

The Helpdesk Officer may also be tasked with any combination of the following in the support of Teaching Learning Operations:

- Delivering academic timetabling and module registration processes.
- Administering teaching and learning support and engagement processes, including processing tutor allocations.
- Undertaking assessment and exams processes, for example supporting results boards, Faculty or Department prizes and overseeing assessment submissions and exams arrangements.
- Administering results and graduation processes, for example the recording of marks, extensions and extenuating circumstances, results outcomes and graduation.
- Administering wellbeing and student support processes, including the implementation of DDS administrative arrangements for students.
- Supporting the teaching and assessment of student performances, where applicable.
- Servicing committees and meetings in relation to Teaching and Learning activity.

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

The duties listed are not exhaustive 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 Student Administration are expected to assist with Directorate, Divisional and University Events, which may include Confirmation and Clearing, Welcome Week, University Examinations and Graduation.

Although the role will be based in a single unit, if the need arises, they may be required to assist and provide cover in another unit, 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.

Person Specification

Job Title: Faculty Teaching & Learning Helpdesk Officer **Department:** Student Administration

Criteria	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Educated to A' Level standards or equivalent experience	X	
Knowledge and understanding of the HE sector and student life cycle		X
Knowledge of Student Record Systems and related software		X
Skills and Abilities		
Good organisation skills and a proven ability to meet to deadlines	X	
Good IT skills including an ability to learn new systems	X	
Excellent interpersonal skills with experience of working as part of team and supporting colleagues	X	
Experience		
Experience of working collaboratively with individuals across multiple teams	X	
Experience of working alone and using initiative	X	
Customer service experience including managing enquiries and requests from a range of service users and commitment to providing excellent customer service	X	
Experience of implementing administrative improvements to improve customer satisfaction	X	
Other requirements		
A commitment to self-improvement and personal development.	X	
Ability to work occasional weekends or late evenings and travel to events and other external activities as required.	X	