Job Description

Job Title:	SEDarc Administrator
Faculty/Directorate/Department:	Doctoral School, Student Administration
Job type:	Professional Services
Grade:	6
Accountable to:	SEDarc Manager
Accountable for:	Not applicable

Purpose of the Post

The SEDarc Doctoral Training Partnership (DTP) is a consortium of six universities in London and the south-east, led by Royal Holloway University of London, which awards Economic and Social Research Council (ESRC) doctoral scholarships and provides training and development opportunities for its students.

SEDarc aims to offer outstanding research training that propels discovery and fosters innovation in our region, nationally, and globally. Equipping doctoral researchers to thrive in challenge-led, collaborative, and interdisciplinary contexts through a portfolio of specialist research training, highly transferable digital and data skills training, and research in practice experiences that promote knowledge exchange and impact.

The SEDarc Administration Officer will take the lead on delivering all core administrative processes associated with SEDarc student recruitment, training and events, together with all other administrative processes.

Key Tasks

To support SEDarc student and programme administrative processes, working with members of the SEDarc team including the Director, Deputy Directors and the Manager. The core responsibilities will include:

1. Responsibility for delivering the administrative processes relating to the selection of SEDarc students across the SEDarc institutions.
2. Operational responsibility for the creation and maintenance of all SEDarc student records, data and documents, ensuring that all documents are stored in an organised, secure system with appropriate levels of accessibility.
3. Responsibility for liaising with the Placement Coordinator to ensure that copies of SEDarc placement records are maintained with all other SEDarc training.
4. Operational responsibility for the administration of all SEDarc training

(excluding placements) and events for prospective and current students, consortium Supervisors and external stakeholders.

5. Operational responsibility for the coordination of the annual calendar of SEDarc meetings including servicing the meetings of the SEDarc Groups when requested to do so.
6. Act as a key contact for all SEDarc administrative processes. This will include liaising with staff and services across the Royal Holloway, all other SEDarc members and Partners, building excellent working relationships to ensure the smooth operation of the DTP. It will also include maintaining consortium information including consortium contact details.
7. Act as a point of knowledge for SEDarc DTP and all associated regulations, including UKRI and ESRC funding terms and conditions.
8. Responsibility for managing all SEDarc enquiries and requests from students, academic staff and partner organisations.
9. Responsibility for coordinating the information requested from SEDarc partners for SEDarc reviews and annual reports to the ESRC.
10. Managing the administration of purchasing and transactional activities, such as requisitions and purchase orders, coding supplier invoices, journals and monitoring/approving workflow tasks.
11. Supporting the SEDarc Manager to review the administrative processes for all SEDarc students across the DTP and contributing to a culture of continuous improvement including all initiatives to review and improve service standards.
12. Oversee the marketing of SEDarc through various channels including the SEDarc website, social media and conferences.
13. Responsibility for the maintenance and development of the SEDarc website, liaising with internal and external stakeholders as appropriate.

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: SEDarc Administrator **Department:** Doctoral School/Student Administration

Criteria	Essential	Desirable
Knowledge, Education, Qualifications and Training		
High standard of education to degree level or equivalent administrative experience.	X	
Knowledge and understanding of the HE sector and student life cycle.	X	
Knowledge and experience of Record Systems (preferably Banner) and related software.		X
Skills and Abilities		
Proven ability to work as part of team and support colleagues, as well as a readiness to work on own initiative and act pro-actively.	X	
Excellent interpersonal skills including a professional approach and manner and ability to use tact and diplomacy.	X	
Excellent organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines, whilst maintaining a high level of attention to detail and accuracy.	X	
Proven ability to use creative problem solving techniques, identify and implement administrative improvements, and innovate and develop processes and policies to improve efficiency and customer satisfaction.		X
Flexibility and proven ability to respond effectively to changing requirements.	X	
Excellent IT skills and proven ability to learn new systems and programmes.	X	
A high 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 X	
Experience of communicating with stakeholders at various levels within an organisation Experience of working collaboratively with external partners to deliver a service	X	X
Experience of creating and updating communication materials, including webpages and using social media	X	
Experience of attending/servicing committees and event planning and management.	X	

Experience of using reporting tools, manipulating data and analysing large data sets to identify trends.		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	