Job Description

Job Title:	Student Administration Officer (Tuition Fee Billing and LLE Funding)
Directorate:	Student Administration
Job type:	Professional Services
Grade:	5
Accountable to:	Student Administration Manager (Tuition Fee Billing and Funding)
Accountable for:	n/a

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 role of the Student Administration Officer (Tuition Fee Billing and Funding) is to provide administrative support for the range of activities involved in supporting Tuition Fee Billing and Student Loan Company processes. The role will specifically be involved in supporting processes required for operationalising the delivery of the Lifelong Learning Entitlement (LLE).

Key Tasks

1. Supporting the Student Administration Manager (Tuition Fee Billing and Funding) with the set-up, data entry and workflow processes required for the introduction of the Lifelong Learning Entitlement (LLE).
2. Supporting the Student Administration Manager with tuition fee billing and Student Finance processes, to enable the development of processes required for the implementation of the Lifelong Learning Entitlement (LLE).
3. Delivering excellent customer service to students and other stakeholders, including alignment with the University's current strategies.
4. 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 tuition fee billing and Student Finance funding including queries related to LLE.
5. Supporting with training to relevant staff at the University and external partners to ensure they understand how Student Finance funding is changing with the move to LLE to support with enquiry management.
6. Maintaining data held on the student records system, Student Loans system and other administrative systems with a particular focus on the university's fees and funding data. This may include:
    a. Processing student record updates including changes to fee status, manual fee billing and adding students to sponsor accounts for exemptions
    b. Updating the Student Finance Course Management database for the old and new (LLE) funding models

c. Submitting change of circumstance notifications as required on the Student Finance portal as part of fee and funding processes.
d. Supporting the Student Administration Manager with the activities required for completing the ACR (Attendance Confirmation Report) with particular focus on those students receiving the LLE funding model, to ensure payment to the University of tuition fees for students being supported by the SLC.
e. Administrating obtaining, processing and returning data files form the SLC through the Student Information System (SIS)

7. Contributing to updates for student webpages and knowledge articles in Ask Royal Holloway linked to tuition fee billing, SLC processes and LLE.
8. Documenting procedures and developing processes relating to tuition fee billing, SLC processes and LLE
9. Identifying potential improvements to the current tuition fee billing and funding processes with a particular focus on LLE and assisting the Student Administration Manager 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 the Enrolment and Records when required to ensure the delivery of key processes and timely response to enquiries.

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.

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 (Tuition Fee Billing and LLE Funding)** **Department:** **Enrolment and Records**

Criteria	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Educated to A-Level standards 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 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 responding to enquiries and requests from a range of service users	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	