

Job Description

Job title	Administrative Officer - Ruskin College
School / department	Academic Administration Registry (Headington – Oxford campus)
Grade	5
Line manager	Partnership Liaison Manager
Responsible for (direct reports)	N/A
Date of creation or review	17/07/2025

Main purpose of the job

This is a key dual role at Ruskin College supporting both Further and Higher Education students across Ruskin and UWL to contribute to providing administration and guidance to students to encourage academic progress and student retention.

The post holder will undertake the administration for a range of courses, acting as a focus for students, staff, and Professional bodies, facilitating activity between those courses and other parts of the University and Ruskin College.

Furthermore, the post holder will:

- Contribute toward the effective, efficient, and professional administration of the Schools at UWL and within Ruskin College.
- Undertake the administration for a range of programmes, acting as a focus for staff and students and facilitating activity between those programmes and other parts of the University.
- Undertake the administration for the FE bursaries and hardship funding and assist with emergency payments.
- Assist with the smooth operations and running of the Headington campus, including assisting with open days and other student-focused events.

It is important to note that whilst on a day-to-day basis the post holder may have certain duties allocated to them, they may be required in certain circumstances to undertake other appropriate duties (as requested from the Line Manager or other appropriate senior members of staff) to ensure a full administrative service is maintained in order to support the operation of Ruskin College and the University.

Key areas of responsibility

Specific Tasks and Duties

The duties and responsibilities of the job are to:



- Be responsible for the day-to-day administration for an allocated range of courses (both FE and HE) at Ruskin College and UWL.
- Assist as required with the recruitment and admission of new students.
- Assist in the enrolment process for all students, including scanning student information to comply with the UK Visa Immigration requirements, as well as undertaking routine fee assessments and identity checks as required.
- Facilitate the enrolment and assessment processes as they apply to the courses allocated, and act as a point of contact on these systems for students and staff on the programmes.
- Raise purchase orders for Ruskin College, as and when required by the Line Manager or other appropriate members of staff.
- Enroll students, assess the fees payable and input their information to the university's student record system. This will include liaison with the relevant university teams, such as Registry, Data Operations, Finance and Student Services.
- Assist with the monitoring of student attendance and confirmation of attendance when required.
- Ensure the accurate recording of student data in hard copy and on the University student record system, and to update it promptly, to reflect any changes in students' circumstances (deferrals, withdrawals, transfers etc.).
- Deal with students' queries on assignments and facilitate requests for extensions or mitigation.
- Record outcomes of students' assessed work on the student record system.
- Organise and facilitate Assessment Boards for HE Ruskin College students across all courses and fields of study. This may also include coordinating exam and coursework resits, as well as module retakes following the Boards.
- Provide administrative support to the course teams, such as corresponding with students, and assisting with the production of learning materials or marketing information.
- Organise and facilitate Course Committee Meetings with Course Leaders and the elected Student Representatives, including taking the minutes.
- Ensure the accurate recording on student record system of data about the courses, checking this data regularly and updating it in the light of any changes to the courses or their modules.
- Assist as required with any cross-school initiatives or activities which may arise from time to time, such as external quality audits.
- Liaise as necessary with External Examiners or external professional bodies.
- Assist with the production of student and course data required for planning and management within the Schools/Colleges.
- Work with other staff members within Ruskin College to ensure that reception duties are covered at all times on a rota basis.
- Advise and assist students with administrative or other queries, referring them where appropriate to other parts of the school, university, or Ruskin College.
- Assist at Graduation ceremonies and other large-scale student-focused events, such as

induction and open days.

- Provide an excellent customer service to students at all times; assisting with face-to-face queries at the counter; answering telephone calls and responding to all emails and queries in a timely manner. This may also include running a weekly drop-in session for students during term time.
- Provide information, as well as administer and liaise with students on the FE bursaries and Hardship funds, together with undertaking all administration tasks from application to disbursement (generating student bursary letters etc.).
- Organise and facilitate course interviews for FE students.
- Handle general enquiries (email and phone) relating to FE courses at Ruskin College.
- Assist with student examinations, including acting as an exam invigilator as and when necessary.
- Keep accurate records and monitor FE applications and payments and liaise with the relevant departments in line with the financial regulations and statutory funding requirements.
- Work and liaise with Student Services with student referrals and assist with disbursement of emergency funding.

Planning and Organising

The successful candidate must be able to:

- Plan and prioritise their own workload to ensure that all deadlines are met in line with Ruskin College tasks, as well as the University's annual calendar of activities.
- Take individual responsibility for their area of work and be able to work on their own initiative as required.
- Maintain an awareness of key activities within the Student Lifecycle.

Internal and External Communication and Customer Interface

The successful candidate must be able to show they can:

- Adopt a professional, flexible, and customer-focused approach in all communications and ensure that an effective and excellent standard of service is provided at all times to the University community.
- Deal with written and telephone enquiries from the public and external professional bodies sensitively and confidentially, escalating issues/queries to the Line Manager when appropriate.
- Assist with maintaining good communications with the Student Community.
- Use effective communication skills, both oral and written, to deal tactfully, efficiently, and effectively with people at all levels, including students, management, academic and administrative staff, and support staff across both the University and Ruskin College.

- Be an effective team member and participate relevant meetings, workshops, training events, etc. as requested by the Line Manager.
- Process all information received from internal and external bodies in a timely manner and communicate information to colleagues appropriately.

Quality

The successful candidate must be able to:

- Ensure that the standard of their own work is always maintained at a high level, with strict attention to detail and accuracy at all times.
- Maintain accurate records and files in accordance with the University's policies and procedures.
- Ensure compliance with Health and Safety regulations and the Data Protection Act.
- Work within the bounds of the University's processes, procedures, and guidelines.
- Participate in the University's quality assurance process.
- Adhere to all of the University's procedures and policies and Financial Regulations.
- Maintain awareness of and comply with the General Data Protection Regulation (GDPR) and Freedom of Information Act at all times.
- Adhere to all of the University and Ruskin College's procedures and policies.
- To work in accordance with UWL's Equality, Diversity, and Inclusion policies.

Specialist Knowledge

It is essential that the person appointed has, or is willing to work towards achieving and maintaining, the following knowledge:

- An in-depth understanding of the Student Lifecycle and related business processes for both HE and FE.
- An understanding of the requirements, and student-related operations of the following:
- An awareness of the University's regulatory framework, including the Student Handbook.
- An in-depth understanding of the University's Student Record System (SITS), through the attendance of training sessions.
- Proficiency in Microsoft Office products.

In addition to the above areas of responsibility, the post-holder may be required to undertake any other reasonable duties relating to the broad scope of the position, commensurate with the post, and in support of the University and Ruskin College.

Dimensions / background information

The Academic Administration Department at the University of West London is dedicated to providing comprehensive support to students throughout their academic journey. Our team of experienced administrators is here to assist with a wide range of services. Located at both the Ealing and Brentford campuses, our department is committed to fostering a supportive and organised environment, helping students navigate their academic responsibilities with ease.

Person Specification

	Criteria	Essential or Desirable ¹	Demonstrated ²		
			Application	Interview	Test / Exercise
Qualifications and/or membership of prof. bodies	Degree or equivalent qualification/experience	Essential	X	X	
Knowledge and experience	Experience working in a customer-facing office environment, involving both data inputting and contact with customers.	Essential	X	X	
	Experience of working within a team in a changing environment and frequently under pressure	Essential	X	X	
	Experience of planning and prioritising work.	Essential	X	X	
	Understanding of cross-cultural awareness, working with a diverse community.	Essential	X		
	Experience of data entry and retrieval activities on a large database, preferably student records.	Desirable	X		
	Experience of working and/or studying in Further or Higher Education.	Desirable	X		
	Experience in organising and servicing committee meetings.	Desirable	X		
	Knowledge of a SITS student record system.	Desirable	X		
Specific skills to the job	Excellent customer service skills with the proven ability to be helpful, patient and have empathy.	Essential	X	X	
	Excellent IT skills: MS Office applications (Word and Excel) and Google.	Essential	X	X	
	An understanding of computer systems, databases, and email experience.	Essential	X	X	

	Understanding the issues in Further or Higher Education, either through personal experience or previous work in HE.	Desirable	x		
	Report writing and presentation skills.	Desirable	x		
	Ability to understand data manipulation and retrieval.	Desirable	x		
General skills	Able to work methodically and follow set processes and procedures accurately.	Essential	x	x	
	Good numeric and literacy skills.	Essential	x		
	Good understanding of data integrity and attention to detail regarding data quality.	Essential	x	x	
Other	Ability to deal with queries and escalate issues appropriately.	Essential	x	x	
	Ability to balance conflicting workloads and prioritise own workload effectively.	Essential	x		
	Ability to adapt to change and willingness to learn new IT skills and attend training courses.	Essential	x		
	Ability to respect a high level of confidentiality at all times.	Essential	x		
	Ability to work as a flexible and effective member of a team and to work effectively within a team and contribute to the team's development and assist team members when necessary.	Essential	x		
	Ability to communicate with a wide range of people at all levels both inside and outside of the University.	Essential	x		
	Strong cultural awareness with an understanding of, and commitment to, equal opportunities.	Essential	x		
	Self- motivated, with a flexible approach to work.	Essential	x		
	Problem solving ability and analytical skills.	Essential	x	x	
	Ability to use initiative.	Essential	x		

Disclosure and Barring Scheme Is a DBS Check required: ☐ DBS ☒ This post does not require a DBS check

Before making a selection, please refer to the University's [Disclosure and Barring Checks Guidance for Staff](#) and [Criminal Convictions, Disclosures and Barring Staff Policy and Procedure](#). If a DBS check is required for the role, a **Check Approval Form** will need to be completed.

¹**Essential Criteria** are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements, to determine which applicants to shortlist.

²**Demonstration:** Select the Recruitment Process stage at which the candidates will have to demonstrate that they meet the criteria. Criteria which have to be demonstrated at application stage should be mentioned in the Recruitment Information Pack as Pre-Selection/Killer Questions, Shortlisting Questions or Shortlisting Criteria. Other criteria should be evaluated and tested at interview stage (e.g. through interview questions) or through additional tests, exercises or presentations. Criteria can (and should) be demonstrated at multiple stages.