Job Description – Administrator, Research Degrees

About the Role

The role is based in the Graduate School which is the central hub for supporting the Open University’s postgraduate research degree student community. Excellent customer service, quality and standards in administering the student journey is required for this role. Adhering to all the Universities policies and processes.

Key Responsibilities

Responsible for the day-to-day processes and associated procedures for all Open University research degree programmes.

Ensuring that students are provided with the best possible advice and guidance from the point of enquiry to graduation, seeking guidance from management and/or the appropriate authority as required.

You will be effective as a team player and relationship builder, with strong interpersonal and communication skills.

Act as the primary contact for a Faculty/School/Institute/ARC on matters relating to research degree provision.

Provide excellent customer service and working collaboratively with all colleagues and stakeholders.

Provide guidance on the University’s Complaints and Appeals process to all relevant stakeholders.

Complying with data protection legislation at all times. Ensuring Data retention schedules are adhered to and data is deleted as appropriate in accordance with GDPR.

Undertakes other appropriate duties as requested from time to time by Graduate School Management.

Provides cover for other members of the Graduate School Team when required.
Skills and Experience

You should be competent in ICT including the use of databases/excel and MS Office applications.

Provide information to students and supervisors on University policy around UKVI compliance.

Provide assistance to Academic Professional Development in organising induction for the new students.

Ensure that all students are re-registered annually in accordance with the regulations, policies and procedures, including annual check of visa documentation.

Ensure that all requests for study break, change of mode of study or extension are done in accordance with the regulations, policies and procedures and that all the associated documentation is complete and accurate.