

ROLE PROFILE

Job Title:	Administrator (PGR Operations and Student Experience)
School/Department:	Graduate School
Job Family and Level:	PSS - Level 3
Reporting To:	Graduate School Manager

Job Summary

The Administrator (PGR Student Experience and Operations) provides operational and administrative support for postgraduate research (PGR) students throughout their student lifecycle following registration, as well as for Graduate School activities. The postholder coordinates post-registration PGR processes, including induction, progression, examination and graduation, together with student experience programmes and stakeholder engagement, while maintaining accurate records, reports and operational data.

The role also supports the administration of the University's digital systems and Graduate School internal databases, as well as the development, maintenance and implementation of standard operating procedures (SOPs) and operational processes. The postholder contributes to finance and resource administration and works collaboratively with faculties, Student Registry, RKEC and other stakeholders to support the effective and consistent delivery of Graduate School services.

Job Responsibilities

1	PGR lifecycle support from post-registration through to graduation - Coordinate the delivery of PGR induction processes, ensuring a smooth onboarding experience for newly registered students through the preparation of induction materials, guidance documents, handbooks and student information packs. - Coordinate and monitor PGR progression, examination, student milestone and graduation processes, ensuring compliance with University and MQA regulations and high-quality service delivery. - Maintain accurate and up-to-date PGR records in internal trackers and databases, coordinate PGR cases requiring follow-up, and liaise with relevant stakeholders to support timely case resolution and completion of student lifecycle processes. - Prepare regular and ad-hoc PGR operational and status reports for management and relevant stakeholders, including information on student progression, examinations, milestones, completion and other PGR matters as required.
2	Student Experience and Engagement - Coordinate and support Graduate School student experience programmes and events, including the PGR Showcase, Three-Minute Thesis (3MT), Tri-Campus activities, PGR recognition events, year-end engagement activities, and student networking and community-building initiatives. - Provide administrative support and effective communication to PGR students, faculties and other stakeholders, contributing to a positive and engaging postgraduate research experience.
3	Systems, Digital and Process Support - Support the administration and use of University digital systems, Graduate School databases and internal trackers relevant to PGR management and administration. - Maintain PGR online forms, digital workflows, records and operational data, ensuring data accuracy and completeness for operational monitoring and reporting purposes. - Support the preparation, extraction and compilation of PGR data and reports for management, planning, monitoring and other operational requirements. - Liaise with relevant stakeholders to support PGR system updates, testing, enhancements and implementation (if required only). - Support the development, maintenance and implementation of SOPs, guidance documents and operational processes relating to PGR administration, ensuring processes remain accurate, consistent and up to date.
4	Other Operational Support - Provide operational and project support to the Graduate School Manager and Associate Dean of Graduate School. - Support the planning and implementation of new Graduate School initiatives and operational improvement activities.



	• Support Graduate School finance and resource administration, ensuring appropriate documentation and compliance with University policies and procedures. • Monitor Research Ethics submissions and records received from faculties. • Organise and take minutes for the PGR Student Experience Committee and Graduate School departmental meetings, as required. • Provide other operational and team support as required to support the effective delivery of Graduate School services.
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Job Requirements

Specification	Essential
Qualifications / Education	Degree or equivalent qualification/experience in administration or a related field.
Knowledge & Skills	Strong administrative and organisational skills with the ability to manage priorities and deadlines.
	Good communication, interpersonal and customer-service skills.
	Good attention to detail and accurate record/data management.
	Good computer skills, including Microsoft Office and student management systems.
	Understanding of process improvement and administrative efficiency.
	Knowledge of Microsoft Power Automate or other workflow automation tools is an advantage.
Working Experience	Relevant experience of 3–5 years in administration, operations, or organisational support.
	Ability to work independently and collaboratively with stakeholders.
	Ability to manage multiple tasks and meet agreed timelines.
	Experience in a university or higher education environment is an advantage.