

JOB DESCRIPTION

Job Title:	Student Records Administrator (Generic)	Grade:	SG5
Department:	Student and Academic Services	Date of Job Evaluation:	February 2022
Role reports to:	Student Records Officer (Team Leader)	SOC Code	
Direct Reports			
<p>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.</p>			

PURPOSE OF ROLE:

- The post-holder will be responsible for undertaking a range of administrative duties associated with the maintenance of student records on the university's Student Records System.
- The post requires meticulous attention to detail, the ability to work under pressure and a sympathetic approach to the concerns of students.
- The post-holder will work as part of a team and closely with other Student Records Staff and other staff within the Student and Academic Services to ensure that the team's functions support the work of the Faculties/Departments and other University Departments, Partner & Link Colleges, Network Colleges, and Collaborative Institutions.

KEY ACCOUNTABILITIES:

Team Specific:

- To maintain accurate student records data in relation to programme/mode/year transfers, processing withdrawals and interruptions, general record maintenance including data for statistical returns (HESA), module attachments, assessment cohort creation; preparation and processing of Progression and Award Board documentation, rolling progression records, resit processing, verification of assessment documentation.
- To support the Student Records Officer in the management and delivery of a heavy workload within the remit of the team and to deputise for the Student Records Officer in their absence.
- To regularly monitor and check the records to ensure the integrity of student record data.
- To provide advice to Faculty staff; Academic Quality staff and Student Centre staff in relation to validated and accurate programme/module attachments data and liaise regularly with the Student Records Officer.

- To supervise other team members in their student records, work and provide guidance and support when necessary.
- To proactively support the work of the other Records teams within Student and Academic Services at times of high workload.
- To work closely with ILS and assist with testing of system updates.
- To assist with the production of user guides and process manuals.
- To undertake any other duties as specified by the Student Records Operation Manager, to support the work of Student and Academic Services including but not limited to assisting at Awards Ceremonies, Registration and Clearing and Confirmation.
- To work closely with any Partner, Link and Network Colleges and other collaborative institutions to ensure the accuracy of their students' records.
- Ensure the security and confidentiality of all student record data held by the section.

Generic:

- General duties as required to support the work of the Student Records Team and that of the Office.
- Actively take part in Student Records Team activities and section meetings.

Managing Self:

- To show initiative in contributing to the development of office processes.
- Ability to work on own initiative without constant supervision.
- Work to strict deadlines.
- Ability to work accurately under pressure.
- To contribute to the motivation of the team.
- To deputise for the Student Records Officer as and when the need arises and to supervise the work of other team members.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that Student and Academic Services delivers the required level of service.

KEY PERFORMANCE INDICATORS:

To produce high quality work delivered to agreed timescale.

KEY RELATIONSHIPS (Internal & External):

- Faculty/ staff.
- Academic Quality Unit staff.
- Students.
- Student Finance and Financial Support section staff (SAS).
- Student Centre Staff (SAS).
- Student Helpline (SAS).
- Admissions Staff.
- Partner, Network, and collaborative centre staff.

PERSON SPECIFICATION

Essential	Desirable
<p>Experience:</p> <ul style="list-style-type: none"> • Previous experience of working in a busy and demanding office environment • Working with a computerised record system. <p>Skills:</p> <ul style="list-style-type: none"> • Computer literate. • MS Word and Excel (trained to intermediate standard). • Excellent verbal and written skills. • Excellent interpersonal skills and a customer focused approach. • Able to work both individually and as part of a team. 	<p>Experience:</p> <ul style="list-style-type: none"> • Knowledge of the 'Banner' Student Record System. • Experience of working in a Higher Education environment, particularly in Student Records. • Understanding of quality assurance processes. • Staff supervisory experience. <p>Skills: N/A</p>

<ul style="list-style-type: none">• Able to prioritise, organise and deliver a complex and changing workload under pressure, without constant supervision and to tight deadlines.• A methodical approach with a keen attention to detail.• Ability to convey precise instructions. <p>Qualifications:</p> <ul style="list-style-type: none">• Educated to HND/Degree level in a relevant discipline or with demonstrable relevant work experience. <p>Personal attributes:</p> <ul style="list-style-type: none">• We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful	<p>Qualifications:</p> <p>N/A</p> <p>Personal attributes:</p> <ul style="list-style-type: none">• N/A
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