JOB DESCRIPTION

Job Title: Student Records Team Leader

Grade: SG6

Department: Student & Academic Services

Responsible to: Student Records Operations Manager

Responsible for: Student Records Administrator
Student Records Assistant

Key Contacts: None

Standard Occupational Classification (SoC code): N/A

Non-Contractual Nature of Role Profile: 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.

PURPOSE OF ROLE
- The post-holder will manage a small team responsible for the maintenance of student records work for a specified group of students (by Faculty/Campus/Collaboration.)
- The post requires meticulous attention to detail, good organisational skills and the ability to work under pressure with a sympathetic approach to the concerns of students.
- The post-holder will work closely with other sections within the Directorate, the Faculty/Schools and other University departments to ensure that the student records functions support delivery of services to students throughout the student journey.
- To maintain rigorous data checking procedures to ensure accuracy of the student record in accordance with internal and external policies and procedures.

KEY ACCOUNTABILITIES

Team Specific:
- Responsibility for the management and entry of student record data in relation to course attachments, programme/mode/year transfers, withdrawals and interruptions, general record maintenance, including checking data for statistical returns (HESA.)
- To plan and manage such activities on a day-to-day basis, to ensure that student records data is up to date and accurate, and to work closely with academic and administrative staff at all levels to ensure the integrity of student records.
- To work closely with the Academic Quality team, Faculty/Schools and Student Records Operations Manager in the planning and delivery of the work of

servicing the University's Progression and Award Boards (PABs); ensuring that PABs are set within periods specified in the University's Academic Calendar; that all pre-PAB checking is completed within agreed timescales.

- Responsible for promoting Student Records work to Faculty/Schools; produce working schedules to include campus/university deadlines in relation to key student record functions.
- To manage the work of Student Record Administrators/Assistants.
- To provide a sympathetic and helpful service to students in relation to the maintenance of their student record.
- To assist in the efficient flow of information and communications to the Faculty/Schools and colleagues in the Office, on issues relating to students.
- To advise Faculty staff, Quality Officers, Programme and Course leaders in relation to validated and accurate programme/course attachments data, and to liaise regularly with the Curriculum Records Office (CRO) within Student Records.
- To work closely with the Student Finance and Financial Support Section to ensure accurate tuition fees are maintained after amendments have been made to the student record.
- To undertake line management duties, including annual appraisals and identify the training and development needs of subordinate staff.
- To work closely with and, when necessary, support the other Student Record Team Leaders, to ensure the priorities of their teams are met.
- To represent the Student Records Team at internal/external meetings.
- To undertake training and attend conferences as required, and to cascade training for staff.
- To undertake any other duties as specified by the Student Records Operations Manager / Head of Student Records to support the work of Student & Academic Services including but not limited to assisting at Awards Ceremonies, Registration and Clearing and Confirmation.

- **Generic:**
- General duties as required to support the work of the Student Records Team and that of Student & Academic Services.
- Actively take part in Student Records Team activities and section meetings.

Managing Self:
- The post-holder will be required to communicate with staff at all levels, students and other academic institutions.
- Required to work effectively both on an individual basis and as part of the wider Student Records Team.
- The post-holder will be required to demonstrate an efficient, flexible and methodical approach to their duties.
- The ability to co-ordinate a heavy workload, together with the ability to adapt to changing circumstances is essential.
- The development of a strong customer focused approach and maintenance of links with students and academic staff is essential, as is the ability to provide concise information and solutions, to students and staff where the needs of

the student could be in direct conflict with University Policy and procedures.
- The post-holder will be required to exercise discretion, initiative and be able to prioritise their own work, as well as that of other staff.

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 & Academic Services delivers the required level of service.

KEY PERFORMANCE INDICATORS:
- Successfully manage a team of Student Record Administrator(s)/Assistants
- To produce high quality work delivered to agreed timescales (internally/externally set deadlines)
- To undertake appraisals to specified deadlines

KEY RELATIONSHIPS (Internal & External):
- Senior Managers (Academic/Administrative)
- Quality Team
- Faculty staff
- Planning and Statistics Team
- Academic staff
- Students
- Recruitment & Admissions staff
- Student Centre staff
- International Student Compliance & Advice Service
- Student Finance and Financial Support
- Student Record Systems

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria
- Experience of working in UK Higher Education particularly in a Student Records environment
- Staff management experience
- Proven experience of working with the BANNER Student Record System or a similar student record system

Desirable Criteria
- Understanding of quality assurance processes
- Previous experience of working in a busy and demanding office environment
- A working knowledge of University regulations

SKILLS:

Essential Criteria
- Computer systems 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
- 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 in a clear and effective manner

Desirable Criteria
- N/A

QUALIFICATIONS:

Essential Criteria
- Educated to HND/Degree level in a relevant discipline or with demonstrable relevant work experience

Desirable Criteria
- N/A

PERSONAL ATTRIBUTES:

Essential Criteria
- We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria
- Member of a relevant professional body