

JOB DESCRIPTION

Job Title:	Student Records Co-ordinator (UGIC)	Grade:	SG6
Department:	Student and Academic Services	Date of Job Evaluation:	May 2019
Role reports to:	Student Records Operations Manager		
Direct Reports	None		
Indirect Reports: Other Key contacts:			

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:

- University of Greenwich International College (UGIC) is an associate college of the University of Greenwich (UoG), operated by Oxford International Education Group (OIEG)
- UGIC provides international students with the ability to study the initial stages of integrated undergraduate and postgraduate programmes, as an entry route to full University of Greenwich awards. UGIC is based on the University's campus at Maritime Greenwich and its students have full access to UoG services and facilities
- The Operations Officer (UGIC) will play a key role in ensuring that registration, records and support are delivered effectively to UGIC students as they progress into the University and from UGIC to University of Greenwich programmes

KEY ACCOUNTABILITIES:

Team Specific:

- To act as a liaison and key point of contact between UoG and OIEG on all operational matters affecting registration, records and support for UGIC students
- To develop, implement, and review relevant business processes in collaboration with UGIC, OIEG, and colleagues within the SAS Student Centre and Admissions and Student Records
- To process UGIC applications onto the student record system (Banner), ensuring that records for UGIC applicants are accurate and offer-holders can progress smoothly through to registration
- To develop and review communications to UGIC applicants, in liaison with OIEG, UGIC, and the Greenwich International Office
- Responsibility for the management and entry of UGIC student record data in relation to course attachments, programme/mode/year transfers, withdrawals and interrupts, general record maintenance, including checking data for statistical returns, the issue of letters to students and letters to statutory organisation
- To plan and manage such activities on a day to day basis, to ensure that UGIC

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 record

- Undertake administration of the UGIC Progression and Awards Boards (PABs) process, from grade entry, through to, and including, rolling marks, setting up PABs, inputting PAB decisions, and publishing results for students.
- To work closely with Greenwich Learning and Teaching, 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; and that the PABs process runs smoothly
- To monitor issues affecting UGIC students as they arise, liaising with colleagues to ensure problems are dealt with
- To respond to queries from UoG, UGIC, OIEG staff and students in an appropriate and timely manner
- To work in a consistent and organised manner, delivering excellent levels of customer service and acting professionally always
- To support the University's relationship with OIEG, working always in accordance with the responsibilities set out in the Collaboration Agreement
- To support internal and external audits

Generic:

- To support the work of SAS teams more generally
- To take part in team meetings and activities within the Student Centre, Admissions and Student Records, and wider University and UGIC groups as required.
- To contribute to the continuous improvement of all processes and procedures, seeking ways to improve efficiency and effectiveness of working practices

Managing Self

- Be self-motivated with the ability to work under pressure during peak periods
- Work with little or no day-to-day supervision, setting challenging but achievable daily targets to manage own workload

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.

Additional Requirements:

- To work closely with, and when necessary support colleagues within the SAS Student

Centre, Admissions and Student Records, to ensure the priorities of their teams are met

- To support other services within Student & Academic Services as required
- To undertake any other duties as required by the Student Records Operations Manager, appropriate to the post and grade
- To travel to or work from any UoG or OIEG site as necessary
- To work flexibly at peak times, including additional hours and weekend work on occasion

KEY PERFORMANCE INDICATORS:

- To accurately issue all UGIC CAS within agreed timescales, in accordance with UKVI regulations and University policy
- To complete all statutory reporting for UGIC students within the permitted timeframes
- Successful internal and external audit outcomes (including UKVI audits)

KEY RELATIONSHIPS (Internal & External):

PERSON SPECIFICATION
Essential
Desirable
Experience

- Significant experience of working as part of a busy team in a pressurised environment
- Experience of delivering good customer service
- Experience of working without direct supervision
- Experience of working across teams to deliver a successful integrated service

Experience

- Project management experience
- Knowledge and experience of working with the Banner student record system
- Experience of business process design and implementation
- Previous experience of working in or with a private education provider

Skills

- Computer literate with the ability to use Outlook, Word, and Excel to a high standard
- Able to prioritise and deliver a demanding workload under pressure and to tight deadlines, without constant supervision
- Ability to set and achieve challenging targets, holding oneself to account
- Excellent interpersonal skills and a customer focused approach
- Excellent communication skills
- Ability to learn new skills and adapt to new ways of working
- High-level of attention to detail
- Ability to remain calm under pressure
- Ability to approach problems in a logical manner and seek creative solutions

Skills

- Understanding of the concept of continuous improvement

Qualifications

- Educated to A-Level or equivalent or with demonstrable relevant experience

Qualifications

- Project management or process management qualification

Personal attributes

- A positive and professional approach with a can-do attitude
- Highly motivated with a resilient personality
- Flexible and adaptable with the ability to work overtime during peak periods
- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity

Personal attributes

- N/A

