JOB DESCRIPTION

Job Title:	Student Records Assistant	Grade:	SG4
Department:	Student Records & Data Team – Student & Academic Services	Date of Job Evaluation:	April 2022
Role reports to:	Student Records Team Leader; Student Records Operations Manager		
Direct Reports	None		
Indirect Reports:	None		
Other Key contacts:	None		
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 be responsible for undertaking a range of clerical and administrative duties associated with the maintenance of student records in the student record system (Banner 9/Portal)
- The post requires meticulous attention to detail, the ability to work under pressure & deadlines, 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, staff within the Student & Academic Services Directorate, the Faculties and other University Departments and Offices and external Partner Institutions

KEY ACCOUNTABILITIES:

Team Specific:
- To maintain accurate student record data which includes the processing of programme/ mode/year transfers, withdrawals and interrupts, course attachments, assessment cohort creation; Resit mark entry; preparation of Progression and Award Board documentation, rolling progression records;
- To amend HESA and update HESA data as requested by the Student Records Operations Manager/Student Records Team Leader
- To support the Student Records Officer in the monitoring and checking of data quality for student records through running reports/error listings
- To support the work of the other Records teams within SAS at times of a high workload
- 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 liaise with Faculty Administration Staff, Curriculum Records Office,

Quality Assurance Officers, Programme and Course leaders in relation to validated and accurate programme / course attachments data.

- When necessary, work closely with partner, link and network colleges and other collaborative institutions to ensure the accuracy of student records
- Ensure the integrity, security and confidentiality of all student record data held by the section
- To assist in the annual archiving of paper records, the electronic filing of paper records and general office tasks
- Other duties as directed to support the work of the Student Registry and the wider university, assisting with OLR registration, awards ceremonies and Clearing and Confirmation.

Generic:
- N/A

Managing Self:
- To show initiative in contributing to efficiency and effectiveness of the Student Records Team
- Ability to work on own initiative with minimum supervision
- Ability to work accurately under pressure and to deadlines
- To contribute positively to the motivation of the team and team working

Core Requirements:
- Adhere to and promote the University's policies on Equality and Diversity 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:
- A willingness to represent the department as a Green/Sustainability Champion
- A willingness to undertake a health & safety role
- Any other duties as appropriate to the post and grade
- A willingness to travel to any of the university's sites as necessary

KEY PERFORMANCE INDICATORS:
- To produce high quality work delivered within agreed timescales

KEY RELATIONSHIPS (Internal & External):
- University staff and students
- External Partners (Partner, Network and collaborative centre staff and students)

PERSON SPECIFICATION

Essential	Desirable
Experience • Demonstrable experience of working in a busy office environment • Experience of dealing with customer enquiries at all levels • Experienced in using computerised record keeping systems and maintaining accurate records	**Experience** • Previous experience of working within an educational environment • Knowledge of the Banner Student Record System or similar student record systems • Membership of a relevant professional body
Skills • Computer Literate (Microsoft Outlook, Word & Excel) • Excellent verbal and written skills • Excellent interpersonal skills and a customer focused approach to work • Able to work independently and as part of a team • Excellent administrative and organisation skills • Able to prioritise work and experienced in working to tight deadlines and under pressure	**Skills** • A willingness to represent the department as a Green/Sustainability Champion • A willingness to undertake a health & safety role
Qualifications • Educated to A level or demonstrable relevant work experience • GCSE Maths/ English (Grade C or above) or equivalent	**Qualifications** • Degree or equivalent level qualification
Personal attributes • 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