



Job Description

Job Title: Senior Student Records Officer
Department: Registry
Grade: D
Location: Milton Court
Responsible to: Assistant Registrar (Student Records)
Responsible for: NA

Appointed Candidates Signature:

Please sign and date here upon receiving your offer of employment

I confirm I have read the Job Description below:

Full Name:

Signature Date:

Purpose of Post

The Senior Student Records Officer will be a member of the Student Records Team in Registry (part of the Student & Academic Services Directorate).

The role holder will work collaboratively with colleagues across teams in Registry and academic departments, with a core focus on managing day to day student records functions and special projects related to assessment and progression processes. The role holder will play a key role in managing the student lifecycle in SITS from the point of enrolment through to graduation. This will include overseeing Registry's management of student records for assessments and progression and enrolment.

The role holder will also support Registry in core student lifecycle events for the School, including graduation and will take a lead role in annual enrolment of students.

Main Duties & Responsibilities

Student and Programme Administration

1. To support the management of student records lifecycle functions and activities on a day-to-day basis, such as, enrolment, assessment and progression processes, including mark entry and assessment boards.
2. To manage arrangements for the annual enrolment of new and continuing students.
3. To deputise for the Assistant Registrar (Student Records) as required, providing advice and guidance to other services and academic departments with the School on student records management processes and policies. This will include provision of advice on requirements for student records compliance with internal policies and external standards.
4. To work collaboratively with colleagues in Registry who have responsibility

for admissions, student conduct, appeals & complaints, student database and systems, and external reporting.

5. To be responsible for ensuring that data requirements for external reporting activities such as HESA and HESES are maintained.
6. To work collaboratively with colleagues in PGR student record administration, sharing responsibilities to ensure processes, record management, and updates are compliant with statutory reporting requirements.
7. To take responsibility for the development, implementation, and maintenance of processes and policies that support internal and external integrity and compliance requirements, including identifying and supporting initiatives that contribute toward the continuous improvement of Registry's functions and the student experience.

Data and Record Management

8. To support the management of business processes for student records and data management for the School, ensuring they are reviewed regularly, including:
 - Contributing to the development of business processes across the student life cycle from enrolment to graduation (excluding admissions but ensuring interoperability with admissions processes) with a particular focus on end user (staff and student) functionality
 - Ensuring the efficient collection of data to support those processes and external reporting requirements
 - Supporting the management of activities for student lifecycle records to ensure data integrity
 - Supporting the management of various external reporting activities appropriate to the role (e.g. HESA, HESES)
 - Supporting the design and delivery of training to other professional services staff
 - Designing process instructions that are user friendly, written in plain English, and are updated regularly.
9. To ensure staff have sufficient operational knowledge across all aspects of the student SITS record to support the administrative processes across both the student and programme lifecycle, especially student programme data for modules, assessments, results, re-assessment, and annual progression; production of transcripts, and student Visa compliance.
10. To manage the recording of student records and data, ensuring the student record content is recorded accurately in a timely manner in accordance with regulatory and statutory compliance and return deadlines.
11. To provide management data as required by internal and external stakeholders for the purposes of business planning (e.g. student enrolment, attainment, progression).
12. To work flexibly as part of a team, supporting others in times of high-volume activity, providing cover, and supporting the training and development of new staff members.
13. To proactively look for and undertake continuing professional development and training opportunities as required to fulfil the responsibilities of the role.

Additional information

14. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
15. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
16. To undertake any other duties that may reasonably be requested appropriate to the grade.

Person Specification

Job Title: Senior Student Records Officer

Department: Registry

Grade: D

Trent Position number:

DBS Criterion: (delete as appropriate)

No DBS

Security Vetting Criterion: (delete as appropriate)

No security vetting is required

Politically Restricted Post Criterion: (delete as appropriate)

This post is *not* politically restricted

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (**A**), interview (**I**) or test (**T**) as indicated below.

Professional Qualifications / Relevant Education & Training

1. Education to degree level or equivalent professional experience in higher education. (A, I)

Experience Required

Essential

1. Demonstrable experience of working in a higher education setting in a professional services role supporting functions relating to student records and/or student services. (A, I)
2. Experience of stakeholder management, ability to work with a broad range of stakeholders acting with discretion, negotiating, influencing, and effective decision-making. (A, I)
3. Experience of working in a customer facing environment with a knowledge of how to address complaints and service setbacks in a professional and efficient manner. (A)

Desirable

4. Experience of supporting the management of student lifecycle events, such as enrolment or graduation. (A, I)

Technical Skills & Knowledge

Essential

1. Excellent written and oral communication skills including an ability to interpret and explain policies and procedures to a broad and varied audience. (A, I)

2. Excellent time management and organisational skills and the ability to work independently, managing competing priorities with minimal supervision. (A, I, T)
3. Excellent working knowledge of Microsoft packages and experience in the use of databases and student records systems (SITS) to provide management information data to a high level of detail and accuracy. (A, I, T)
4. Excellent team-working skills, with a demonstrable track record of supporting others through a collaborative and collegial mindset, engendering a positive approach and a commitment to organisational objectives. (A, I)
5. Demonstrable ability to provide advice and guidance to colleagues on complex problems, interpreting and proactively resolving where possible while understanding the need for timely and effective escalation of matters where required. (I)
6. Commitment to equality and diversity in the workplace. (A, I)

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s) and experience. It is essential you address the criterion marked as (A) on your application form in the section for supporting information, this will be the minimum criteria for shortlisting.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.