

**It is important to note that this job description is a guide to the work you will be required to undertake. It may change from time to time to meet the needs of the service. It does not form part of your contract of employment.**

**Job Description for the post of:**

**Student Records Officer  
EHA0304-0122**

**The postholder will be:**

**Reporting to:** Assistant Registrar – Academic Records

**Accountable to:** Head of Academic Registry

**The Post**

The post is based in the University's Academic Registry, a central support service that serves to provide high quality administrative systems and services to facilitate the student journey from enrolment through to award conferral.

Specifically, the post will involve the administration of records for students studying in the Faculty of Education.

Working closely with the Assistant Registrar, the primary purpose of the post is to manage the Faculty of Education Student Records team on a day to day basis, to ensure excellent and effective delivery of a range of centralised administrative functions, including enrolment, programme management and student record changes.

The role is varied and requires the post holder to manage and supervise staff, have excellent IT skills, be self-motivated, highly organised, to be able to work accurately and effectively under pressure and to have excellent communication and interpersonal skills. The post will work closely with faculties and departments and will provide an excellent and responsive service to students and stakeholders on behalf of the department.

**Main duties and responsibilities**

1. To line manage and motivate the Student Record Administrator/s, including a responsibility to:
  - a) Undertake staff recruitment and induction
  - b) Set objectives and monitor progress
  - c) Provide direct line management, advice guidance and support
  - d) Undertake staff appraisal and performance review
  - e) Assist with training new staff

2. Allocate the work of the team appropriately on a day to day basis, working together with the Student Records Administrator/s, to meet the demands of the service.
3. To understand the structure of University courses, modules, modes of study, student registration and progression to have a good knowledge base to perform the duties of the role.
4. To interpret and apply an extensive knowledge of University strategies, policies, regulations and associated processes and procedures that impact on the delivery of courses/programmes and records management.
5. Contribute to the development and review of both existing and new Academic regulations that relate to student record changes.
6. To have primary responsibility for ensuring the effective administration of University procedures for the enrolment, programme administration and student records management, ensuring that the work of the team meets service level standards.
7. To take lead responsibility for processing change of status for designated student cohorts, to include:
  - a) Interruption of study
  - b) Repeat year application
  - c) Programme transfer
  - d) Programme withdrawal
  - e) Restart application
8. To understand the functionality of the student record system and associated interfaces to be able to input and extract data to effectively maintain student records, ensuring compliance with General Data Protection Regulation (GDPR) and Higher Education Statistics Agency (HESA).
9. To ensure accurate student records are maintained in accordance with agreed process and procedures and the University Records Retention Schedule.
10. To liaise with external agencies regarding student related issues, to include Student Loans Company (SLC), National Health Service Business Services Authority (NHSBSA), Department of Education (DfE), Teachers Regulation Agency and other agencies as required;
11. To manage the Module Choice process, including:
  - a) Advising departments about module choice processes and procedures
  - b) Liaising with departmental staff to ensure the accuracy of programme structure information
  - c) Updating and verifying information on the student record module choice system
  - d) Producing student communications
  - e) Advising students about their module/course options, taking any follow up action

- f) Liaising with staff and students regarding module choices to ensure an accurate student record
12. To manage the process of updating the Student Record system with Recognition of Prior Learning approved by the Faculty, ensuring that the RPL regulations are applied and a full audit trail is maintained.
  13. To problem solve and provide expert advice to staff and students on the administration of student records, ensuring students are appropriately and sensitively signposted to relevant support services.
  14. Deliver a student focused service, that is professional, welcoming, reliable and effective, responding to student communications in a timely and appropriate manner;
  15. Administration of and servicing specific Award and Progression Assessment Boards including:
    - a) Liaison with faculty staff in relation to marks input
    - b) Verifying Module Board recommendations and overseeing subsequent data input
    - c) Advising the Chair in relation to institutional regulations and procedures
    - d) Production of assessment board minutes
    - e) Tracking of referred/deferred candidates as appropriate
    - f) Production of transcripts and result letters
  16. To work collaboratively with faculties, departments and the Student Support Team to support student retention, proactively supporting individual students to maximise their options.
  17. To proactively liaise with PVC Deans, Associate Deans, Heads of Department, academic and support staff to advise on student and records management issues.

### **Additional duties**

18. To take responsibility for providing reports to support the work of the team, contributing to Programme Boards, meetings, working groups and committees as required;
19. Support the Assistant Registrar: Academic Records with audit and data reviews, taking appropriate follow up action as necessary;
20. To prepare student and staff facing publications relating to advice and guidance, this includes ensuring the website is clear, relevant, timely and appropriate, reflecting high departmental standards;
21. To actively contribute and support the review and development of administrative procedures and business processes related to records management and IT systems;
22. Plan and manage own workload, demonstrating independence and judgement, setting targets to ensure service delivery meets institutional deadlines and all responsibilities are met;

23. To contribute to major Academic Registry events and activities, these include enrolment, examinations and graduation.

**In addition to the above all Edge Hill University staff are required to:**

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

**Salary:**                    Grade 5: Points 19-22  
                                      £24,871 - £27,116 per annum

**Hours**        :        36 ¼ hours per week

**Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.**

## PERSON SPECIFICATION

**Student Records Officer  
EHA0304-0122**

**CRITERIA: Applicants should provide evidence of their ability to meet the following criteria:**

		Essential	Desirable	*Method of assessment
<b>Qualifications</b>				
1	Degree with honours or equivalent, or relevant work experience	*		A
2	ECDL or equivalent		*	A
<b>Experience and Knowledge</b>				
3	Experience of working in Higher or Further Education or related field		*	A
4	Experience of line management and team leadership	*		S/I
5	Relevant administrative experience in a challenging and varied role	*		S/I
6	Experience of providing advice on, and explaining complex administrative procedures, policies and regulations	*		S/I
7	Experience of operating a student records database or similar system	*		S/I
<b>Abilities/Skills</b>				
8	Competent and adaptable skills in IT, including the use of Microsoft Office, including Word, Excel and Outlook	*		S/T
9	Able to deliver a high standard of work under pressure, with frequent interruptions, whilst paying attention to detail and accuracy	*		S/I

10	A naturally positive and solution focused attitude, using initiative and minimal supervision when resolving problems	*		S/I
11	Excellent interpersonal skills with the ability to communicate clearly and concisely, delivering accurate information, advice and guidance whilst providing an excellent customer service	*		S/I
12	Ability to establish relationships and work effectively and inclusively with a range of people, both within and outside the University	*		S/I
13	Able to plan and effectively prioritise a busy workload, managing competing/conflicting demands with a 'can do' attitude	*		S/I

**\*Method of Assessment (I-Interview, A-Application, S- Supporting Statement, T-Test, P-Presentation)** please note that applications will be assessed against the Person Specification using these criteria.