

Student Administration Officer - Academic Registry - Grade E

Job Description

Purpose

To provide programme, course and student record administration for a range of registry functions and processes across the division of Student Administration including:

- Student Record Administration - module registration, change of circumstances, enrolment support,
- Assessment Operations - examinations, grade entry and assessment boards,
- For all taught provision at UCLan campuses and our UK and International partners.

Role holders are based within one specific team but are expected to work collaboratively and flexibly as part of a broader team across the Registry to coordinate the full range of administrative functions and events through the academic and student journey life cycle. This may involve change responsibilities and working in different areas as required.

Duties

1. To participate in the full range of assessment processes, encompassing the overseeing of grade entry, ensuring that grade deadlines are met, that all profiles are generated in a timely fashion and that all associated paperwork is produced to a high standard in readiness for the boards.
2. To undertake the data processing and updating of student records to a high level of accuracy and integrity, for a designated portfolio of courses in accordance with validated course structures and in relation to registration, attendance, assessment, module registration options, in accordance with university policy and procedures, academic, statutory, regulatory and professional requirements.
3. To develop a thorough understanding of rules and regulations related to curriculum structures and assessment and update and maintain accurate course and module information in the student record system in accordance with definitive course and module documentation and University Regulations.
4. Ensure that all student profiles are given due consideration at the boards and that the academic regulations are applied consistently across all courses, including any professional body requirements.
5. Preparation of data and production of official documentation relating to awards, including the online verification of awards via HEDD.
6. Provide support across other aspects of Student Administration, including Exams, Awards and Graduations as required.
7. Support the provision of strong customer service on behalf of the Academic Registry as required.
8. Build positive working relationships with key stakeholders including academic colleagues and provide a high level of customer service to both staff and students.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Demonstrable experience of current administrative practices and processes in a busy office environment (Application/Interview).
- Demonstrable evidence of strong analytical skills to perform data quality checks and other monitoring functions (Application/Interview).
- Evidence of inputting, updating, maintaining and extracting complex data from record database systems and checking data integrity (Application/Interview).
- Evidence of proactiveness in the continual review of working practices (Application/Interview).
- Experiencing of complying with and providing guidance of regulations, policies and procedures (Application/Interview).
- A range of GCSEs, including English Language and Math's at Grade C or above, or appropriate equivalent experiential learning (Application).
- Demonstrable evidence of both strong written and verbal communication skills to outline objectives and present information clearly and succinctly to individuals and groups (Application/Interview).
- Strong planning and organisational abilities to meet conflicting deadlines, with demonstrable ability to prioritise own workload (Application/Interview).
- Demonstrable evidence of proficiency in the use of IT and Microsoft Office suite of packages and digital technologies (Application/Interview).
- Understanding of the concept of data quality and ability to work to a high standard of accuracy with a complex student record system (Application/Interview).
- Proven ability to work consistently, with attention to detail, under pressure and meet deadlines, particularly in a multi-functional team (Application/Interview).
- Evidence of being able to quickly assimilate complex information and provide expert opinion, reports or specialist advice (Application/Interview).
- Ability to work collaboratively with all key stake holders and colleagues (Application/Interview).
- Evidence of working unsupervised, being solution-focused, using initiative and making decisions (Application/Interview).
- An awareness of confidentiality, GDPR and matters of IT security (Application/Interview).
- High degree of self-motivation, flexibility and resilience with a positive and proactive approach (Application/Interview).
- Demonstrable evidence of working unsupervised exercising judgement and initiative and being an effective member of a high performing team (Application/Interview).
- Ability to problem solve, contribute ideas and solutions, and demonstrate initiative and flexibility (Application/Interview).

- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience of student administration in an educational environment (Application/Interview).
- Detailed knowledge of student records systems in higher education or similar corporate databases (Application/Interview).
- Knowledge and understanding of the postgraduate research student journey (Application/Interview).
- Level 3 qualifications (e.g., A-levels, BTECs, T-levels, etc.) (Application).