

Student Administration Officer (Placements) - Academic Registry - Grade E

Job Description

Purpose

To provide administration for student placements.

Role holders are based within the placement 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 support the allocation and/or approval of student placement activity across the university, liaising with relevant stakeholders internally and externally to support minimum programme requirements, including the development of rules for placement allocation in partnership with programme teams.
2. Ensure minimum quality requirements for placement learning environments for programmes are achieved and maintain accurate data sets for approved learning environments.
3. To develop a thorough understanding of rules and regulations related to curriculum structures and eligibility to commence placement including where relevant the satisfactory completion of DBS, Occupational Health, Risk Assessment, Mandatory online and face to face training, confirmation of minimum learning experience, insurance and health and safety requirements.
4. Ensure agreements and data sharing agreements are in place for all approved learning environments.
5. Ensure that all student placement records are up to date including recording of reportable assessment requirements for boards so academic regulations can be applied consistently, including any professional and/or regulatory body requirements.
6. To support the implementation and ongoing enhancement of Placement Management systems and associated operational processes.
7. To support schools in placement finance processes through the provision of detailed reporting for internal and external stakeholders.
8. Provide support across other aspects of Student Administration, including Faculty Student Administration teams, Exams, Awards and Graduations as required.
9. Support the provision of strong customer service on behalf of the Academic Registry.
10. 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 Maths at Grade C/Grade 4 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 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 ability to work effectively across and within teams (Application/Interview).
- Evidence of being able to quickly assimilate complex information and provide expert opinion, reports or specialist advice. 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).
- A demonstrable commitment to service excellence and continuous improvement (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).
- Knowledge and understanding of the postgraduate research student journey (Application/Interview).
- Level 3 qualifications (e.g., A-levels, BTECs, T-levels, etc.) (Application).