

Business Support Assistant – Academic Registry – Grade D

Job Description

Purpose

To deliver a range of professional services to support the core functions and processes in relation to the student record, assessment and academic administration.

The post holder is expected to work collaboratively and flexibly with professional service staff across teams in the Academic Registry to proactively contribute to continuous improvement activity and the delivery of service excellence.

Duties

1. To work in liaison with Academic Registry Professional Service Staff and other professional services to ensure core functions and processes that support the student and course journey, are effectively delivered to meet the needs of the business.
2. To accurately input and maintain student data into the student record system, to file and retrieve information from established electronic filing systems and to set up new systems as required to meet academic, regulatory and statutory requirements.
3. Monitor and maintain accurate records of student attendance and academic progression, undertaking follow-up action as required in accordance with University policy and procedures, academic, statutory, regulatory and professional requirements.
4. To provide effective, high-quality customer and liaison service via multiple channels of communication for students, academic staff, other professional services staff and external stakeholders in a respectful and compassionate manner.
5. To arrange and service meetings including the preparation of agendas, minuting of meetings, distributing action sheets, maintaining up-to-date records and undertaking any appropriate follow-up action.
6. To comply with legislation and regulations on GDPR, freedom of information and intellectual rights and maintaining standards of security and confidentiality.
7. To provide support to staff, students and apprentices through the induction and enrolment process and throughout the academic year and to support, where required university-wide events such as Open/Applicant Days, Graduation, Welcome/Induction and Registration.
8. An ability to work flexibly is essential to ensure the University can achieve its objectives and aspirations. The post holder may be expected to undertake other duties as appropriate to the role and grade as requested by the manager to meet business needs.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Demonstrable experience of current administrative practices in a busy office environment including those providing profession services (Application/Interview).
- A range of GCSEs, including English Language and Maths at Grade C or above, or appropriate equivalent experiential learning (Application).
- Demonstrable evidence of proficiency in the use of IT and Microsoft Office suite of packages (Application/Interview).
- Strong planning and organisational skills with the ability to work consistently under pressure, prioritise work and meet deadlines (Application/Interview).
- Ability to research, organise, analyse and present information both verbally and in the form of reports with demonstrable evidence of strong communication skills both written and verbal (Application/Interview).
- Demonstrable evidence of effective cross-functional team working and being adaptable to changing circumstances (Application/Interview).
- Evidence of excellent attention to detail with the ability to maintain a high level of accuracy (Application/Interview).
- An awareness of confidentiality, GDPR and matters of IT security (Application/Interview).
- Ability to problem solve, contribute ideas and solutions, and demonstrate initiative and flexibility (Application/Interview).
- To develop and contribute to a culture of outstanding performance and continuous improvement by demonstrating a positive and proactive approach to change (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 working in an education environment (Application/Interview).
- Evidence of proactiveness in the review of working practices and experience of complying with regulations, policies and procedures (Application/Interview).
- Level 3 qualifications (e.g. A-levels, BTECs, T-levels) (Application).
- Ability to produce accurate, timely minutes (Application/Interview).
- Demonstrable evidence of working unsupervised and being an effective member of a high performing team (Application/Interview).