

Student Administration Officer - Academic Registry – Grade E

Job Description

Purpose

Academic Registry provides academic and student support for the student record and assessment through to award, feeding into and impacting on government legislative returns, professional body compliance and HE regulations/quality whilst supporting key objectives in achieving university strategic aims.

The post holder will provide a customer focused professional service to support students, sponsors, colleagues, Student Finance, the Student Loan Company, and the wider University in relation to the student record, fees assessment, bursary allocation and associated returns to Student Finance and the Student Loans Company. The post holder will be expected to work in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of all stakeholders, whilst supporting training of colleagues across the University.

The post holder will work closely with other members of the Student Fees and Funding Team to ensure that student records administration is effectively supported, as well as other areas of the Service throughout the calendar year. The following is therefore an indicative, but not full list of duties.

Duties

1. To participate in the full range of fees, bursary, sponsor and SLC processes, ensuring that deadlines are met, and that all fee related records are maintained in a timely fashion.
2. To interpret and apply Student Finance regulations alongside University policy on student fee and funding records / enquiries to a high level of accuracy and integrity.
3. To develop a thorough understanding of Student Finance / SLC rules and regulations alongside University fee policy in order to provide guidance and support to students and other customers via a range of communication streams.
4. To work cross-functionally with other teams across the Academic Registry and wider University on all fees and funding issues.
5. To monitor and identify issues with regards to fees and other aspects of financial support.
6. Provide support across and training to other teams across the Academic Registry, the wider University and external sponsors and agencies.
7. To organise, input and extract data for the purposes of audit, reporting, problem solving, and data analysis.
8. To assist in the day to day implementation of the University's Tuition Fee Policy and other relevant policies and procedures including student Change of Circumstances.
9. To work with the team to deliver a high quality, customer focused service.
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. Evidence of being able to quickly assimilate complex information and provide expert opinion, reports or specialist advice. (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 and an awareness of confidentiality, GDPR and matters of IT security. (Application/Interview)
- A range of GCSEs, including English Language and Maths at Grade C or above, or appropriate equivalent experiential learning. Word Processing/typing/IT qualification or demonstrable 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 working unsupervised, being solution-focused, using initiative and making decisions. (Application/Interview)
- High degree of self-motivation, flexibility and resilience with a positive and proactive approach. (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 Student Finance / SLC policies and processes. (Application/Interview)
- Level 3 qualifications (e.g. A-levels, BTECs, T-levels, etc.) (Application)