Student Records Data Officer – Academic Registry – Grade E

Job Description

Purpose

To offer administrative support in managing processes and activities aimed at enhancing the quality of course, module, and student data stored in corporate IT systems, with a focus on the University's student records database, Banner.

To assist the Registry Data Management & Training Team in reviewing, revising, and refining business processes within Academic Registry and other related services, ensuring accurate and timely processing of course, module, and student record information.

Duties

1. Create and maintain data in the University's student records database (Banner), supporting the interface between course and module approval processes and other University services, ensuring all updates are validated, comprehensive, accurate, and follow robust approval processes.
2. Maintain the quality of student record data related to admissions, registration, attendance, assessment, and progression by collaborating with the wider Academic Registry and central services, while actively and continuously analysing data quality.
3. Proactively review and resolve data in Banner used for submitting Student HESA record information, working closely with colleagues to ensure data errors and issues are addressed.
4. Assist with student enrolment and fee processes as needed, including manual and automated data entry into IT systems, running data quality validation reports, liaising with institutional partners, and analysing data.
5. Conduct preliminary investigations into data to compile responses to requests made under the Freedom of Information Act or Data Protection Act.
6. Support the drafting of instructional documentation for Banner users to enhance the quality of student data.
7. Assist in identifying opportunities to improve processes, systems, and reporting to enhance the overall quality of student data.
8. Contribute to the specification and definition of management information (MI) reports for enhanced data analysis.
9. Provide advice and guidance on the use of business-related IT systems, such as Banner, as needed, and participate in relevant meetings and events to contribute to the development of processes, procedures, and the creation and maintenance of associated plans and schedules.
10. Communicate effectively with all stakeholders to ensure they are fully informed of ongoing activities, process changes, upcoming deadlines, and other essential information.
11. Engage in ongoing professional development related to the role, developing the specialist knowledge required to effectively fulfil the responsibilities of the role and

ensuring that skills and knowledge remain current within a modern Academic Registry.

12. Contribute to a culture of outstanding performance and continuous improvement by demonstrating a positive and proactive approach to change.

13. Undertake other relevant duties and responsibilities, appropriate to the grade, as may be determined by the Senior Manager/Head of Student Returns and Data Management.

14. Provide support to staff, students, and apprentices during the induction and enrolment process and throughout the academic year, actively participating in university-wide events such as Open/Applicant Days, Clearing, Graduation, Welcome, and Registration.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Demonstrable experience of maintaining and extracting, manipulating, and analysing large complex datasets from relational databases and corporate IT systems to perform data quality checks and other monitoring functions (Application/Interview).
- Experience of running reports using third party reporting tools from large corporate IT systems and knowledge and understanding of large relational databases and other corporate IT systems (Application/Interview).
- Team-working and collaborative working across different departments to improve processes and data (Application/Interview).
- Strong planning and organisational abilities with good attention to detail and demonstrable ability to prioritise own workload and co-ordinate with others (Application/Interview).
- Demonstrable evidence of both strong written and verbal communication skills to present information clearly and succinctly (Application/Interview).
- Experience of supporting the development of and updating user documentation that is technical in nature and experience of providing advice and guidance on IT system usage (Application/Interview).
- Evidence of being able to quickly assimilate information and provide informed opinion, reports, or specialist advice (Application/Interview).
- A range of GCSEs, including English Language and Maths at Grade C or above, or appropriate equivalent experiential learning (Application).
- An awareness of confidentiality and data protection issues (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 a busy office environment (Application/Interview).

- Experience and knowledge of working in Higher Education in student academic administration (Application/Interview).
- Knowledge of statutory frameworks governing universities, such as data protection, data reporting (Application/Interview).
- Experience of using Banner (Application/Interview).
- Experience of drafting user and customer documentation (Application/Interview).
- Experience of delivering training (Application/Interview).