

Job Description

Post/Job Title:	Student Records Officer
Reference:	
Faculty/Professional Service:	Academic Services
Group/Section:	Student Records and Reporting
Location:	Any University location
Normal hours per week:	37 <i>Note: Flexibility will be required in order to ensure that key time scales and deadlines are met. Leave is restricted at peak periods and some evening and weekend work may be required to support specific activities.</i>
Grade:	4
Accountable to:	Senior Student Records Officer
Responsible for:	N/A

Job Purpose

To work alongside colleagues in the Student Records Team to plan and provide an effective and responsive service related to the student record in support of educational programmes across BU. To apply knowledge and understanding of key business processes relating to areas such as curriculum build, registration, student enrolment. They will have excellent attention to detail required to support the delivery of processes and maintenance of records, ensuring the accuracy and quality of student data.

Main Responsibilities

- Effectively managing a set of tasks and responsibilities as appropriate to Student Records team related functions within Academic Services. This will include areas such as:
 - inbox query management
 - operational delivery of SITS curriculum processes (curriculum build, OMR)
 - operational delivery of SITS enrolment record processes (change of circumstances)
 - support for the delivery of online registration and enrolment activity
 - enrolment, curriculum, assessment, progression/award record audits
- To be the lead administrator of the Student Loan Company (SLC), this involves routine student loans reporting (registration confirmations and change of circumstances), running audit reports, troubleshooting problems and dealing with enquiries from SLC. Maintaining the course set up in the SLC Course Management System.
- Completing timely auditing and data cleansing to ensure the data contained within the student record is complete, accurate and up to date.
- Developing and maintaining key relationships with and providing information and advice to academic and administrative staff at the University and Partner Institutions and in accordance with the University's regulations, policies and procedures.

5. Ensuring that all aspects of work achieve high levels of Service Excellence and making suggestions for service improvements.
6. Utilising a range of IT systems, including Microsoft Office and SITS to ensure student records are accurate and up to date, produce reports and provide an excellent information resource for all stakeholders.
7. Supporting the design and delivery of appropriate staff development and training (including related user training on SITS) to ensure that policies and procedures relating to the student record are understood and implemented.
8. Contributing to the continuous improvement of the service by identifying opportunities for more effective working practices within the Academic Services Team. This will include contributing to the development of key process and service monitoring.
9. Dealing courteously and effectively with all enquiries received by email, online, face to face or telephone.
10. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation and the University's Confidentiality Policy.
11. Supporting BU wide events and activities e.g. Enrolment, Graduation, Open Days, External Audits.
12. Any other duties as may reasonably be required by your line manager or other senior managers in Academic Services.

Contacts

- Internal:** All BU staff and students
External: All BU stakeholders, Student Loans Company

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders

Additional Information

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must, at all times, carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

Person Specification

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SELECTION CRITERIA	Essential/ Desirable

Knowledge (including experience & qualifications)	
Educated to 'A' level standard or equivalent (Work experience will be applicable and can substitute for qualifications)	E
Previous experience of working in an administrative role with a varied and complex set of responsibilities	E
Previous experience of working in a frontline, customer facing or advisory role	
Understanding of current Higher Education issues and an understanding of the student lifecycle	D
Previous experience of working within Higher Education and knowledge of student record systems	D
Skills	
Proven experience of supervising / coordinating the work of others	D
Excellent interpersonal skills with the ability to work co-operatively and effectively with students, staff at all levels, and other BU stakeholders	E
Excellent written and verbal communication skills	E
Good MS Office skills	E
Proven experience of using databases, records system or an enquiry management system to record, extract and manipulate information	E
Proven experience of using data to provide a range of reports	D
Proven attention to detail and ability to check own and other peoples' work for accuracy	E
Ability to deal with sensitive and confidential information within the frameworks of the Data Protection Act and any professional guidelines	E
Previous experience of reviewing and implementing administrative processes effectively	D
Ability to manage, understand and interpret complex processes and regulations and explain these to a wide variety of users in an effective way	E
An understanding of own knowledge and limitations and a willingness to escalate/refer enquiries once those limitations are reached	E
Attributes	
A demonstrable commitment to service excellence, and the desire to understand the work of a complex organisation	E
Ability to develop and maintain professional relationships of respect, trust and support with staff and students	E
Agile and positive approach to work including a positive approach to learning and responding to feedback	E
Ability to review and recommend changes to structures/systems.	E
Ability to work on own initiative and as part of a team	E
Ability to prioritise and work to tight deadlines	E
A methodical approach to process; an aptitude for accuracy and attention to detail	E
Commitment to own continuous professional development and a willingness to undertake staff development as required	E
Ability to actively contribute within a culture of continuous improvement	E
Flexible approach to work including a willingness to adjust working hours to service needs	E

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SELECTION CRITERIA		Essential/ Desirable
Demonstrable personal resilience with an ability to keep calm under pressure and deal with difficult situations		E