

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Student Records and Awards Advisor

## **College/Department**

The Registry

## **Location**

Kedleston Road, Derby

## **Job Reference Number**

0644-21

## **Salary**

£21,007 to £22,627 per annum

## **Reports To**

Senior Student Records & Awards Officer

## **Line Management Responsibility**

No

# **Job Description and Person Specification**

## **Role Summary**

The role will focus on ensuring that processes are followed in alignment with the student records and awards strategy, procedures and university regulations. This will entail meeting KPI’s such as turnaround times, managing sometimes high and unpredictable volumes during peak periods, complex queries and ensuring compliance requirements are always met. The task of processing student records and awards involves multiple systems and therefore comfort and confidence with working across various technologies is key. In doing so, you will understand and adhere to the sequence, process and data capturing needs to feed management information and statutory returns.

The post holder will work under the supervision of the Senior Student Records and Awards Officer and work closely with key stakeholders to ensure the highest accuracy of the student record which captures their journey from enrolment through to assessment to generate the correct student fee, funding and award. This will require comprehensive knowledge of the student and academic regulations, the requirements for statutory returns and the student journey. The post holder will be expected to work independently and take ownership of your work and they will be expected to work collaboratively across the team.

The post holder will be the Data Champion for all data within your business area, ensuring the processing and management of the data is in line with data security policies and established procedures.

The post holder will support the wider work of the Registry, providing an excellent student experience and assisting in key University operational activities e.g. open days, exams, graduation, enrolment, etc.

## **Principal Accountabilities**

1. Assess, monitor and manage student records and enquiries effectively, acting as the key contact for students, academics and programme support administrators. Understand the importance and responsibility of the enrolment, attendance, financial, academic and assessment record of each student which drives the student fee charged, funding issued and award given.
2. Manage enquiries and contact from external stake holders, including but not limited to, Student Loan Company and assist students with their student finance and funding journey.
3. Manage and maintain accurate student record transactions and data to enable concise reporting for institutional decision-making, strategy development, internal audits and external returns e.g. Student Loans Company, HESA and university league tables. Be proactive and transparent in completing any required investigative and remedial work to maintain accuracy.
4. Maintain and help evolve further the student-centred culture to support institutional goals for student experience, retention and progression. In doing so, to continually adopt and adjust your approach and methodology to manage conflicting priorities when supporting student needs.
5. Uphold, understand and guard the student and academic regulations and policies for the institution and the interpretation of them. Hold the same regard for other internal/external policies and procedures.
6. Work with the Student Records and Awards Officer to implement practice which enhances the student experience and upholds the values of equality and social inclusion.
7. Ensure that customer service provided to University staff and students is delivered as expected and to a high standard. Assist in establishing service level agreements with internal customers and service providers.
8. Attend as required and feedback on information received from external meetings, conferences and training.
9. Support student records and awards presence at all recruitment and conversion events as required e.g. open days, applicant days, outreach events which may be located off-site to provide guidance and information about Tuition Fees, Student Loans and Funding.
10. Help develop content/information and deliver presentations/talks as required for the purpose of training other teams as part of our governance role at the University and to assist with outreach.
11. Actively engage and participate in the buddy system in place to enable continuation of service during the absence of colleagues.
12. Ensure clear, effective and timely communication as appropriate to internal and external stakeholders. Maintain accurate records to enable evidence-based challenge and support.
13. Using available audits and monitoring processes ensure quality assurance of own work and effective prioritisation to avoid creating bottlenecks and delays. Use initiative to resolve problems and queries relevant to responsibilities.
14. Engage fully with regular one-to-ones, objective setting and performance review processes. Understanding that these procedures are for individual feedback and development and will need your time and investment.
15. Help ensure that at all times the student records and awards team act in a responsible, professional manner and comply with General Data Protection Regulations (GDPR) and data security legislation/policy. In doing so, ensure data is extracted, shared, handled and stored appropriately and removed responsibly in accordance to the University’s retention policy.
16. Attend all training and development opportunities as required to ensure relevancy of practice and compliance.
17. Provide a good level of technical expertise, support and tactics to benefit effectiveness of operational activity, student experience and compliance. Engage and participate in service projects and provide professional opinion and information as required.
18. Contribute to and assist with preparing for service events, team meetings, briefings, committees/groups and training.
19. Assist with delivering a programme of induction and training for new staff to help ensure a deep understanding of relevant procedures, delivery schedule, systems, data/reporting, compliance requirements and technicalities. This includes full participation in mentoring new team members in day to day activities.
20. Assist with collating information for responses to FOI, Subject Access Requests and informal/formal admissions complaints as expected.
21. On occasion undertake supervisory responsibilities as required.
22. Actively engage with and support digital/technological advancement of the service and the team.
23. Ensure good engagement with staff development opportunities in line with the Registry Workforce development plan.
24. Adopt the University’s Core Values and Underpinning Behaviours.
25. Work flexibly including, when required, during evenings and weekends and/or at other sites undertaking any duties, as required, relevant to the level of the post.

**Person Specification**

### **Essential Criteria**

#### **Qualifications**

* Level 3 qualifications such as A-Levels, BTEC Extended Diploma or equivalent qualification, with GCSE Maths and English at Grade 4/C or equivalent **or** comparable knowledge and transferable skills gained through professional experience
* Strong capabilities in MS Office suite or equivalent experience
* Customer service qualifications

#### **Experience**

* Experience of working in a team within a busy administrative environment
* Experience of using data to manage workload
* Demonstrable experience of adapting to and managing change in the workplace at a personal level
* Understanding complex requirements, planning work and managing priorities
* Contributing to the creation of innovative solutions to problems, addressing the root cause and thus making a positive impact.
* Working collaboratively across boundaries to achieve common goals
* Building and maintaining strong working relationships at all levels across an organisation

#### **Skills, knowledge & abilities**

* Good interpersonal skills including the ability to demonstrate tact and diplomacy in dealing with a wide range of contacts both internal and external to the University
* Strong customer and service focus
* Excellent organisational skills
* Excellent writing skills and telephone manner
* Good judgement of situations and people and the ability to respond appropriately, professionally and commendably
* Ability to adapt and be flexible
* Ability to understand and apply regulations/rules e.g., GDPR
* Demonstrate digital competency across a range of technologies
* Good analytical skills and ability to convey messages

#### **Business requirements**

* Able to recognise the need and be willing to work outside of normal hours at times as relevant to achieving service delivery, targets and deadlines.
* Able to recognise the need and be willing to travel and work at any of the University sites as relevant to support staff, attend events, meetings or for presence.

### **Desirable Criteria**

#### **Qualifications**

* HND or equivalent
* IT qualifications (or equivalent experience) e.g., web development, Share-point, MS 365, MS Teams
* Relevant professional body membership

#### **Experience**

* Experience of working in a records management, fees/funding, exams or awards team
* Experience of working in the Higher Education sector
* Understanding of a post-16 vocational institution

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)