

Student Records & Operations Manager

Job Ref:REQ230924

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Background

The Academic Registry

The Academic Registry is responsible for central student and programme administration at the University and supports the work of the University's academic Schools, governance, and academic decision-making processes. It has three sections, the Student Office (of which the Student Records & Operations Team is a part), the Programme Quality and Teaching Partnerships Office, and the Doctoral College Office.

Further information on the Academic Registry is available here:

<http://www.lboro.ac.uk/services/registry/>

Further information on Student Records & Operations is available here:

<http://www.lboro.ac.uk/services/registry/student-office/>

Background to the role

The Student Records & Operations (SRO) team is responsible for a range of student administrative processes and lifecycle events and maintains the University's core student records. This varied role, which has a focus on operational assessment processes and student engagement, is one of four SRO Manager positions within the team. The four postholders work collaboratively across a range of activity, including some student casework and managing the team of SRO Administrators, with each postholder leading specific activities within their remit. As part of the wider SRO team, the postholder also supports the preparation and delivery of registration activities and graduation ceremonies.

At Loughborough University, our taught programmes are assessed through a variety of methods codified in a newly defined assessment typology. Assessment processes other than formal examinations are primarily delivered by Academic Schools. Working closely with the Academic Schools, the postholder provides operational management of these non-examination assessment processes at University-level, as well as making contributions to a programme of assessment-related projects under the leadership of the Assistant Registrar (Assessment). This programme of projects aims to drive greater consistency and efficiency in these operational activities, as well as improving the student experience.

The postholder also provides key support to one of the other SRO Managers (examinations lead) in managing the operational planning and delivery of examinations. All examinations are centralised and administered by the SRO team, with support from colleagues in Academic Schools. Whilst students undertake coursework throughout each Semester, we have two main formal exam periods – one each at the end of Semester One and Semester Two – and one reassessment exam period (Special Assessment Period) at the end of August/start of September. Our exams include a mixture of online and in-person exams, with the latter currently making up the majority. In each of the two main formal exam periods, we have around 11-12,000 students sitting with an average of three to four exams per student.

Student engagement policy, processes and systems are designed to identify students who are not actively engaging in their studies so that appropriate interventions to support re-engagement can be provided. As well as making a critical contribution to supporting student wellbeing, improved engagement helps our students to succeed and achieve better outcomes. The postholder is the operational lead at University-level for student engagement processes and works closely with IT Services in developing and deploying the digital tools used to support this activity. This element of the role also involves significant liaison with Academic Schools who are responsible for implementing the approved University policy and framework.

The successful candidate will join a high-performing team with strong people, data and digital skills. Training and development will be provided across all elements of the role, and opportunities to be involved in wider project and operational activity may also be available. The role offers a varied range of experience and represents an excellent opportunity to progress a career in higher education administration and management, process change and business improvement.

Job Description

Job Grade

Management and Specialist Grade 6

Job Purpose

Based within the Student Records & Operations (SRO) in Academic Registry, this post is a key management position which works collaboratively with the other SRO Managers to manage a team of SRO Administrators. The team is responsible for a range of student administrative processes and maintains the University's core student records. The specific responsibilities of the postholder include assessment operations and student engagement, as well as some aspects of registration, examination processes and graduation.

In addition, the post holder shares responsibility with the other SRO Managers for managing a case load of complex student cases, data subject access requests and academic misconduct. The post also includes some project work and contributions to wider SRO, Academic Registry and University priorities.

Job Duties

1. In conjunction with the other Student Records & Operations Managers, to manage the team of Student Records & Operations Administrators including responsibility for: line management (usually two direct reports); setting priorities, allocating work and supporting staff; Performance and Development Reviews; performance management; structure of duties; recruitment and succession planning; training and sharing of knowledge amongst the team.
2. Reporting to the Assistant Registrar (Assessment), to take a leading role in the management of operational processes for administering assessments across the University and the planning and implementation of assessment-related projects. This will include:
 - a. Co-ordination, review and documentation of processes for administering assessments (including the maintenance of data on assessment deadlines and applying extensions) and accurately recording assessment marks.
 - b. Making key contributions to a programme of projects aimed at improving operational aspects of assessment policy, processes and systems.
3. Reporting to the Assistant Registrar (Assessment) and working closely with the SRO Manager (Examinations lead), to take a supporting role in managing the operational planning and delivery of examinations for all University students across all venues including:

- a. Enhancing procedures for in-person and online examinations and ensuring that all staff involved receive full training.
 - b. Planning and managing examination logistics, including ensuring online and in-person examination papers are prepared and that staffing, invigilation and script collection arrangements are delivered optimally, in liaison with Academic Schools and other Professional Services. This will include leading on the arrangements for online examinations and the examinations helpline.
 - c. Preparation and distribution of student and staff communications, guidance and web material.
 - d. Jointly with the SRO Manager (Examinations lead), overall management of the two temporary exams offices and online examinations, to include overseeing responses to examination hall incidents and the exams helpline, escalating issues where required.
4. Under the direction of the Assistant Registrar (Student Engagement & Immigration), to take a leading role at University-level in managing the University's operational student engagement processes including:
 - a. Reviewing and improving processes and systems associated with recording, evaluating and following up on student engagement, including supporting the development and use of additional metrics.
 - b. Developing and maintaining guidance for staff and students, and managing communications to these audiences.
 - c. Providing training and advice to School staff undertaking student engagement processes, including providing responses to complex queries.
 - d. Working with colleagues in Academic Schools and Student Services to ensure student engagement data which identifies potential student wellbeing issues or disengagement is effectively used to inform actions.
 - e. Developing and providing management information.
 5. In collaboration with other SRO staff, to support the planning and delivery of the annual registration of students including contributing to the logistics for registration events and acting as one of several event supervisors.
 6. To assist with the preparation and delivery of the University graduation ceremonies.
 7. To share responsibility with the other SRO Managers for managing a student case load, including:
 - a. Under the direction of the Assistant Registrar (Student Records), providing advice to SRO and School staff on complex student record and related issues and the application of University regulations in specific student cases, including managing requests to waive regulations in exceptional circumstances.
 - b. Under the direction of the Assistant Registrar (Student Records), compliance with data subject access requests and other requests for information made under Data Protection legislation.
 - c. Under the direction of the Assistant Registrar (Assessment), responsibility for the operation of the University's Academic Misconduct procedures for taught students (Regulation XVIII), including acting as secretary to the Major Academic Misconduct Committee.
 8. Interrogating student systems across a range of processes to produce management information and/or identify data anomalies for correction, including documenting these processes.
 9. To work closely with colleagues across the University to develop, review and improve policy, processes and systems to enhance their efficiency and effectiveness.
 10. To contribute to the development, review and improvement of guidance and web information for students and staff, including staff training materials and delivery of relevant training sessions.
 11. To act as secretary to one or more formal University committees or groups.

12. To undertake ad hoc project work or other occasional duties as required by the Head of Student Office or Academic Registrar which are commensurate with the grade and nature of the post.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and Information Security.

Organisational Responsibility

Reports to the Assistant Registrar (Assessment).

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Previous work experience in a professional capacity	1,3
	Experience of using corporate systems/networked databases	1,3
	Experience of supervising staff in a customer focused environment	1,3
Skills and abilities	Strong analytical and numeracy skills including a high level of attention to detail and the ability to manipulate large datasets	1,2,3
	Excellent practical IT skills and comprehensive knowledge of relevant desktop software, including spreadsheet, email/calendar management and word processing packages	1,2,3
	Proven ability to work effectively and collaboratively in a team in a high-pressure environment	1,3
	Excellent organisational and time management skills, including proven ability to prioritise a varied and busy workload with competing demands	1,2,3
	A proactive and flexible approach, including a proven ability to use own initiative and the ability to adapt to a rapidly changing working environment	1,3
	Excellent problem-solving skills and a proven ability to master new areas of knowledge and skills rapidly and independently	1,3
	Excellent interpersonal and communication skills, exercising tact and confidentiality	1,2,3
	Ability to write clearly, concisely and persuasively for a variety of audiences	1,2,3
Training	Be committed to, and actively participate in, a programme of continuing personal and professional development.	1,3
Qualifications	Strong educational background including at least a second-class honours degree (or equivalent), or relevant work experience at an equivalent level	1
	Minimum grade C or 4 in GCSE English and Maths, or equivalent	1
Other	Appreciation of the importance of and commitment to equity, diversity and inclusion	1,3
	Empathy with the aims and objectives of the University	1,3
	Commitment to excellence and to the continuous improvement of the services for which the postholder is responsible	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Previous work experience in higher education administration	1,3
	Previous experience of operating student assessment processes	1,3
	Experience of planning and/or managing large scale events	1,3
Skills and abilities	Proven ability to lead and manage a team effectively under pressure	1,3
	Good understanding of MS Office 365 tools (e.g. Teams, OneDrive, Forms, Lists, Planner)	1,3

Conditions of Service

The position is FULL TIME 1FTE and OPEN-ENDED. Salary will be on Grade 6, £33,966 to 44,263 at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff, details of which can be found here:

<https://www.lboro.ac.uk/services/hr/conditions-of-service/grade6andabove/>.

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <https://www.lboro.ac.uk/services/hr/leave-absence/family-leave/>.

We also offer an on-campus nursery with a salary sacrifice scheme (further details are available at: <https://www.lboro.ac.uk/services/hr/benefits/family/>).

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>