

Student Records & Operations Manager

Job Ref: REQ231404

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 immigration compliance and graduation, 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, taking a leading role in international student registration.

The University's International Engagement and Impact core plan – a key part of the new University Strategy: Creating Better Futures, Together – includes the strategic aim of growing our international student population, both in terms of volume and geographical diversity. The successful candidate will therefore play a key part in supporting this ambition given the role's focus on international students.

The Academic Registry has responsibility for student immigration compliance, including the management of data and business processes that support this activity. The successful candidate will play a pivotal role in ensuring these processes – spanning registration through to graduation – continue to meet the requirements of the University's UKVI (UK Visas & Immigration) Student Sponsor Licence as the student population grows. The role also includes opportunities to support continuous improvement in these activities and the resulting student experience.

The postholder also plays a leading role in the planning and management of the University's graduation ceremonies, ensuring our graduands receive the special occasion they deserve to celebrate their achievements. The University holds two sets of ceremonies each year, with around eleven ceremonies in the summer and four in the winter, graduating a total of around 6,000 students annually. This element of the role involves significant liaison with Academic Schools, including the Deans who play a key role in the ceremonies.

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 international student registration, immigration compliance and graduation operations.

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; recruitment and succession planning; training and sharing of knowledge amongst the team.
2. In collaboration with other SRO staff, to support the planning and delivery of the registration of students, with a particular focus on international student registration, including:
 - a. Contributing to the logistics for registration events, including acting as one of several event supervisors, and managing relevant staff and student communications.
 - b. Providing high-quality documentation and training for staff involved in undertaking and recording Right to Study checks at both campuses in line with UKVI requirements.
 - c. Oversight of the data quality of Right to Study checks and ensuring corrective action is taken where necessary.
3. Reporting to the Assistant Registrar (Student Engagement & Immigration), to take a leading role in the management of student immigration compliance activity:
 - a. Developing and maintaining an up-to-date understanding of UK immigration regulations and implementing policies, processes and record keeping practices to ensure compliance.
 - b. Implementing robust processes for monitoring and improving data quality and for reporting relevant student change of circumstances to the Home Office.
 - c. Producing, reviewing and updating guidance and documentation for staff and students.
 - d. Providing training and advice to colleagues on immigration compliance processes, record keeping and complex cases, liaising with the immigration advisors in Student Services and UKVI as appropriate.
 - e. Acting as the University's lead user of the UKVI's Sponsor Management System (SMS) and co-ordinating University-level sponsor submissions (e.g. Basic Compliance Assessments, CAS (Confirmation of Acceptance of Studies) allocation requests), ensuring these are completed in a timely manner.
 - f. Acting as Secretary to the Immigration Compliance Working Group
4. Under the direction of the Assistant Registrar (Student Records) and working closely with the SRO Manager (Student Records lead), to take a leading role in the planning and management of all University graduation ceremonies, including:
 - a. Reviewing and improving processes and systems to improve efficiency and service, ensuring appropriate documentation and training for all relevant staff are in place.
 - b. Co-ordinating the preparation for graduation ceremonies to ensure that all potential graduates and guests are invited to the appropriate ceremony and that congregation programmes, certificates and transcripts are accurate and produced in a timely manner.
 - c. Acting as the main point of contact with external suppliers (e.g. gown hire and photography).
 - d. Planning and implementing ceremony logistics including liaison with Deans and providing training for marshals.
 - e. Delivering high quality graduation ceremonies, including co-ordinating marshals and accurately managing the flow of students crossing the stage.
5. 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.
6. Interrogating student systems across a range of processes to produce management information and/or identify data anomalies for correction, and ensuring that these processes are correctly documented.
 7. To work closely with colleagues across the University to develop, review and improve policy, processes and systems to enhance their efficiency and effectiveness.
 8. 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.
 9. To act as secretary to one or more formal University committees or groups.
 10. 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.

In order to be eligible for UKVI approval to handle and distribute Biometric Residence Permits to students under the Alternative Collection Location scheme, which is a key duty within the role, **the postholder will be required to hold one of the following immigration statuses:**

- UK or Irish or national
- EEA/Swiss national with Pre-settled or Settled status under the EU Settlement scheme
- Indefinite Leave to Enter/Remain in the UK

Organisational Responsibility

Reports to the Assistant Registrar (Student Engagement & Immigration).

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
	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 immigration processes	1,3

	Experience of planning and/OR managing large scale events	1,3
	Experience of interpreting and applying regulatory frameworks	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/topics/grade-6-and-above/>.

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/topics/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/topics/childcare-support/>).

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 <https://www.lboro.ac.uk/equity-diversity-inclusion/gender-equity/athena-swan/>.