

Student Records and Operations Administrator

Student Records and Operations

Job Ref: REQ241076

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade: Administrative Services, Grade 4 (1 FTE)

Job Purpose

- Working as part of a team, providing a high-quality administration service for students, staff, sponsors etc.
- Ensuring that students' academic and personal details are accurately maintained on the student information system.
- Ensuring that the University's general academic and programme specific regulations are followed when actioning changes to student status, programme transfers, reassessment registrations etc. and advising academic School staff on compliance with these regulations.
- Liaison with Student Loans Company to initiate payment of student tuition fee and maintenance loans.
- Supporting the administration of student bursaries.
- Supporting the preparation and oversight of examinations.
- Providing a front of house service to students in relation to their studies and finances

Job Duties

1. Liaising with academic schools, and relevant professional services to ensure that the student information system is accurate and up to date, especially regarding:
 - Registering students onto programmes and modules.
 - Recording changes in student status and qualification aims and making the appropriate changes to students' module registrations.
 - Updating students' module records (e.g. Mitigating Circumstances claims, Project Extension requests, reassessment registrations, changes to marks etc.).
2. Advising colleagues in academic schools on the application of and compliance with the University's general academic and programme specific regulations in relation to requests for changes to students' status, programme transfers, reassessment registrations etc.
3. Providing support for colleagues in academic schools regarding information system related Programme and Review Board problems and ensuring that these problems are resolved promptly and before the relevant Board meets.
4. Liaising with external agencies (e.g. Local Authorities, Student Loans Company (SLC) etc.) regarding confirmation of attendance and changes to student status and qualification aims. This includes:
 - Joint responsibility for processing relevant changes on the SLC information system (SIS).
 - Trouble-shooting complicated cases to identify problems and be proactive in seeking to resolve them.
 - Corresponding with individual students regarding their particular circumstances.
5. Assisting with the arrangement and conduct of University examinations including:
 - Recruiting, managing and arranging payment for a team of invigilators

- Ensuring that exam papers are securely and accurately received, printed and distributed.
 - Ensuring that all scripts are accounted for after each examination.
 - Advising students charged with examination hall misconduct of the academic misconduct procedure.
 - Advising departments of students who have failed to attend.
 - Stock control and ordering of examinations stationery.
6. Assisting in the administration of student bursaries, including:
 - Checking student eligibility for payment via the University's student information system
 - Approving awards on the Student Loans Company database (BAS)
 7. Assisting in the administration of the annual registration event and graduation ceremonies.
 8. Providing a front of house Student Enquiries/Finance and Reception Service including:
 - Producing standard, system generated documentation for students (e.g. council tax certificates, certificates of attendance etc.) on a service on demand basis.
 - Producing bespoke documentation for students, including completing pre- printed forms from external agencies and one-off letters.
 - Assisting with the production of Confirmation of Acceptance of Studies (CAS) for international students and scanning visas/passports in line with Home Office requirements
 - Providing a reception service for the Rutland Building.
 - Receiving paperwork such as expense forms/invoices and registered post such as Purchasing Cards and distributing appropriately.
 9. Any other duties within the Academic Registry commensurate with the level of the post.

Other

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.

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of [family-friendly policies](#). We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information--page.html>) In addition, the University is supportive, where operational needs allow, 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/>

Organisational Responsibility

Head of Student Records & Operations

Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. 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 | Experience of working as a part of a team in a busy office environment - dealing with a wide range of internal and external customers | 1,3 | |
| | Experience of applying tact and discretion in difficult situations | 1,3 | |
| | Experience of data entry | 1,3 | |
| Skills and abilities | | | |
| | Excellent time management skills, including the ability to plan and prioritise a complex and varied workload, maintaining a strong customer focus at all times | 1,2,3 | |
| | Excellent communication and inter-personal skills in all areas of written, verbal and face to face contact | 1,2,3 | |
| | Ability to work efficiently, flexibly and with strong attention to detail | 1,2,3 | |
| | A positive and proactive approach to work and problem solving, demonstrating good use of initiative when it is appropriate to do so | 1,3 | |
| | A high level of numeracy | 1,3 | |
| | Ability to develop new skills/knowledge quickly | 1,3 | |
| | Good level of IT skills and familiarity with the Microsoft Office package | 1,3 | |
| | Training | A willingness to undertake further training as necessary | 1,3 |
| | Qualifications | GCSEs Grade C or above in English and Mathematics or equivalent | 1 |
| A Levels or equivalent | | 1 | |
| Other | Commitment to providing a high standard of service to University staff and students. | 1,3 | |
| | Commitment to observing the University's equal opportunities policy | 1,3 | |
| | Empathy with the aims and objectives of the University | 1,3 | |

Desirable Criteria

| Area | Criteria | Stage |
|------------|---|-------|
| Experience | Experience of working with networked databases | 1,3 |
| | Experience of working in an environment governed by regulations | 1,3 |
| | Experience of cash handling | 1,3 |
| | Experience of working in a Higher Education environment | 1,3 |

Conditions of Service

The appointment will be on a full-time (1.0 FTE) post on a fixed-term contract (20th November 2025, or until earlier return of the post holder). Salary is on Administrative Services, Grade 4, £24,600 to £28,081 per annum, 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 Operational and Administrative staff, details of which can be found at: <http://www.lboro.ac.uk/services/hr/a-z/conditions-of-service.html>