

Student Records and Returns Officer

Job Ref: REQ260742

About the Academic Registry

Further information on the Academic Registry is available here: <http://www.lboro.ac.uk/services/registry/>

Further information on the Student Records and Operations is available here:

<https://www.lboro.ac.uk/services/registry/sro/>

Job Description

Job Family and Grade: Administrative Services Grade 5

Job Purpose

The Student Records and Returns Officer will work as part of a team to support work relating to ensuring data quality and integrity across student records, as well as undertaking work to complete a variety of student statutory returns. They will also support projects and system enhancements aimed at improving the effectiveness of student and teaching related processes, as well as administering system access for the University's student and programme system. Across these various activities, the post holder will have opportunities to support the review and improvement of existing processes as well as contributing to student lifecycle events.

The post holder will also be the Student Records & Operations (SRO) lead for key operational processes relating to central government funded provision at Loughborough University, including maintenance of accurate student records in liaison with Schools and Professional Services delivering either apprenticeships or further education, monthly submission of the Individualised Learner Record (ILR) statutory return, and support to ensure compliance with data management requirements specific to these students.

Job Duties

Student Office Activity

1. Work with the Assistant Registrar (Student Data and Returns), to oversee annual data quality tasks used to support Student Office processes and statutory reporting. This includes:
 - Completing tasks and ensuring the Data Quality tracker is kept up to date
 - Where appropriate, liaising with the Student Records & Operations Officer to allocate work to Student Records & Operations Administrators
 - Providing guidance to Schools on how to resolve data quality issues
 - Identifying recurrent issues and working with process owners to improve processes to prevent Data Quality issues from recurring
2. Working with the Student Records & Operations Managers to resolve complex student records issues. This includes:
 - Ensuring complex cases are managed in line with University regulations, and providing general advice to Student Records & Operations Administrators and to School colleagues on the interpretation of the regulations
 - Providing advice to Student Records & Operations Administrators on which issues should be escalated and writing documentation where it does not currently exist to support team activity
 - Escalating cases to SRO Managers, Assistant Registrars or Head of Student Records and Operations where necessary
3. Working with the Student Records & Operations Managers and working with the Student Records & Operations Officer to support student lifecycle activity (e.g. exams, registration and graduation), including

providing cover within the Student Office when other key staff are working elsewhere during student lifecycle events

4. Developing bespoke data queries in response to ad hoc data requests and to supplement existing reporting and data quality work. This will include, where necessary, assisting with requests for information made under Data Protection and Freedom of Information legislation
5. To jointly, with the Student Data and Returns Officer, administer access to relevant student systems, ensuring the correct authorisation is received and retained for audit purposes. This will include contributing to improving the approach to managing system access.
6. Supporting the Assistant Registrar (Student Data and Returns) with the completion of the HESA Student and HESES data returns. This includes:
 - Providing data required for HESA returns to ITS for inclusion in files
 - Ensuring consistent reporting between HESA and ILR returns
7. To work with the Assistant Registrar (Student Data and Returns) to complete relevant statutory returns. This includes:
 - Submitting the monthly ILR for both Further Education students and apprentices
 - Working with ITS to produce monthly files for submission and update the team on any changes which need to be incorporated into development work, escalating any technical issues that are impeding this process
 - Resolving data quality issues flagged through national reporting tools prior to submission
8. To oversee the ongoing record management for both apprentices and Further Education students, working with the Degree Apprenticeships Manager as appropriate. This includes:
 - Processing record changes promptly to ensure monthly returns accurately reflect student activity, including resolving data quality issues relating to these records in consultation with relevant stakeholders
 - Ensure records are compliant with university and central government agency rules across all systems and databases
 - Work with relevant stakeholders across schools and professional services to ensure there is continuing good practice and consistency in student record administration, including taking part in relevant groups and committees.
9. To develop and maintain documentation on statutory returns processes to ensure activities can be cross-trained where appropriate, and processes can be audited by both internal and external auditors if required
10. Any other duties in the Academic Registry commensurate with the level 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 outlined in the document.

Organisational Responsibility

Reports to the Assistant Registrar (Student Data and Returns).

Direct Reports: N/A

Budget Responsibilities: N/A

Structure Chart: N/A

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

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

Primary Criteria:

Area	Criteria	Stage
Experience	Significant recent experience in an administrative role within a busy office environment	1,3
	Experience of working with networked databases, e.g. customer record system, student records system	1,3
	Experience of working in a customer-focused environment	1,3
Skills and abilities	Good all-round IT skills including a good working knowledge of Microsoft Office Packages especially Outlook, Word and Excel.	1,2,3
	Excellent interpersonal and communication skills, confident telephone manner, and awareness of and sensitivity towards customer needs	1,3
	Ability to communicate concisely, clearly and accurately in writing with a variety of audiences	1,2,3
	Ability to work independently and take responsibility for own workload, with significant use of own initiative	1,3
	Proven ability to identify, analyse and propose solutions to problems	3
	A methodical and flexible approach to tasks, including effective forward planning and the ability to work under pressure and to tight deadlines	1,2,3
	Ability to rapidly acquire new skills and knowledge	3
	Strong attention to detail and numeracy skills	1,2,3
	Ability to work effectively as part of a team	1,3
Training	Demonstrate evidence of having undertaken further training	1,3
Qualifications	A level education or equivalent.	1
Other	A willingness to work flexibly according to the demands of the post	1,3
	Commitment to providing a high level of service to both students and University staff	1,3
	Commitment to observing the University's Equal Opportunities Policy, IT Acceptable Use Policy and other University policies	1,3
	Demonstrate an ability to behave in a way that adheres to equitable and inclusive working practices.	1,3

Secondary Criteria: These are skills, experience and competencies that are additional extras that may be used to narrow the pool down if we receive a high volume of applications all meeting the essential criteria.

Area	Criteria	Stage
Experience	Previous Higher Education (HE) work experience, ideally in student administration	1,3
	Experience of writing procedural documents for administrative processes	1,3

	Experience of working with apprenticeships in a higher or further education context	1,3
	Experience of supporting day-to-day coordination of other staff	1,3
	Experience of contributing to the completion of statutory returns	1,3
Skills and abilities	Skills using relevant Loughborough University IT systems, especially LUSI	1,3
Qualifications	A good honours degree or equivalent	1
Other	Understanding and knowledge of the Data Protection Act	1,3

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic and Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We 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.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared themselves with a disability, provided they meet the essential criteria for a role. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

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.