**STUDENT RECORDS MANAGER**



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| Department: | Student Life |
| Grade: | 8  |
| Reports to: | Assistant Director of Student Life |
| Responsible for: | Campus Life Assistants (Partnerships), Campus Life Assistants who lead on student records. |
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| Job Summary and Purpose: | The Student Records Manager is part of the Campus Life team, which is responsible for all matters related to student administration, enquiry and advice services. The team is part of the Student Life Department, which serves to provide a comprehensive and effective service across the student journey, enabling individuals to realise their potential. This role works closely with Campus Life Managers and the Head of Student Systems to manage operations and processes that ensure accurate and complete student data—both for UCA and its partners—within the student records system (SITS). The role will work closely with the Assistant Director of Student Life and colleagues across the University in contributing to, or leading on, key statutory returns. As a management role within Campus Life, the Student Records Manager will work collaboratively with the Campus School leadership team, in particular the Executive Dean and Associate Dean(s) in the continued development of campus culture to achieve a collective vision and positive experience for our students.  |

**1 KEY RESPONSIBILTIES**

* Have operational management responsibility for the maintenance and integrity of the student record across the University and our partner institutions, acting as a central liaison for Student Life staff, system users and other stakeholders, monitoring compliance with processes, policies and procedures and offering training to colleagues.
* Act as line manager to Campus Life Assistants (Partnerships), Campus Life Assistants who lead on student record work, and to work closely with Campus Life Managers, Officers and Assistants, to ensure that expectations and boundaries are clear related to tasks that support the maintenance and integrity of the student record.
* Liaise with the Director of Strategic Planning and the Head of Admissions in the development and production of statistical data and in support of the University statutory returns, ensuring processes are streamlined and that data is accurate and provided in a timely fashion.
* Liaise closely with the Quality and Standards Team and Campus Life Managers to co-ordinate Student Record support for the University’s assessment boards, portfolio changes and course modification and advising on requirements for records integrity.
* Liaise closely with relevant staff from the University’s academic partners ensuring that processes are in place to maintain the integrity and accuracy of the student record.
* Work closely with the Head of Student Systems in the development of the Student Record System, ensuring the system and associated processes are streamlined and effective in meeting the demands of the service, utilising expert knowledge of the functionality of the student record system.
* Work closely with Campus Life Managers and Quality and Standards Team to provide student record support for key moments in the student journey, notably supporting annual enrolment and managing the production of transcripts, pass lists and certificates.
* Work closely with the Student Affairs Manager and Senior Compliance Manager on processes and procedures surrounding the relevant student regulations and policies.
* Effectively manage the transfer of data between the University and the Student Loans Company (SLC), and co-ordinate the administration of the SLC scheme. This includes managing processes required for the Student Loans Company, including changes in student study and/or fees and day-to-day management of the Student Finance England (SFE) database for accuracy of data, as well as establishing and maintain positive and productive relationships with the SLC as the institutional contact.
* Foster effective and collaborative working relationships with colleagues outside Campus Life, including IDS, Finance, Wellbeing and Disability, and Creative Careers & Employability, ensuring that the experience of our students remains a University-wide priority, and that the role of student records is well understood as a contributing factor to a successful student experience.
* Implement appropriate monitoring and evaluation approaches to critically review processes and performance, ensuring a commitment to sector best practice and continuous improvement of services.
* Represent UCA as relevant in professional networks external to the University promoting service innovation and ensuring that the service adopts best practice from across the sector and the wider profession, particularly related to our development of our service in relation to the University Mental Health Charter Framework.
* Deputise for the Assistant Director of Student Life when appropriate, representing student record and campus life services internally, and ensuring the delivery of a high quality, efficient and professional service.
* Participate as directed in University ‘set pieces’ such as enrolment, open days, and graduation ceremonies, representing the Campus Life team and student experience at UCA as and when required.

**2**  **responsibilities OF ALL STAFF**

* To undertake such other duties as are within the scope and spirit of the job purpose, the job title, and the grade.
* Maintain and promote health, safety and wellbeing awareness and commitment within the framework of the University's Health, Safety & Wellbeing policy.
* Take responsibility for health and safety of yourself and others in carrying out the duties of the role.
* To promote equality, diversity and inclusion in your performance of your duties.
* To actively participate in learning and development to meet the requirements of your role and the University.

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| **3 Selection Matrix** |  |  |  |
| **Representative Knowledge, Skills and Experience – Grade 8** | **Essential** | **Desirable** | **Used to shortlist** |
| 1 | Degree level qualification, often with some post graduate education such as a professionally accredited course, or equivalent experience acquired through a combination of vocational training and considerable on the job experience | û |  | û |
| 2 | Comprehensive knowledge of work practices related to the area of work and ability to advise and influence others  | û |  |  |
| 3 | Working knowledge of the activities of other areas of the University as relevant to the role | û |  |  |
| 4 | Experience of responding independently to unforeseen problems and situations | û |  |  |
| 5 | Proven written and verbal communication skills | û |  |  |
| 6 | Proven management skills | û |  |  |
| **Role Specific Knowledge, Skills and Experience** |  |  |  |
| 7 | Working knowledge of student record systems | û |  | û |
| 8 | Demonstrate significant experience of managing large and complex data sets with strong command of Office applications, also demonstrating the ability to analyse and interpret data and produce high quality reports | û |  | û |
| 9 | Demonstrate experience of operational delivery and monitoring of business processes, procedures and policies in relation to student records administration | û |  | û |
| 10 | A track record of employment in a higher education setting providing academic administration or student support services, preferably with experience of managing staff and a service.  | û |  |  |
| 11 | A track record of working in an environment reliant on multiple data management systems which inform support and advice to clients which is timely and high quality | û |  |  |
| **Personal Attributes and Behaviours** |
| 12 | A commitment to developing high performing teams, with specific examples of delivering this | û |  | û |
| 13 | A commitment to continuous improvement by timely completion of mandatory staff training and optional development opportunities as relate to this role | û |  |  |

Does the role require a DBS? NO