
STUDENT LIFE ADMINISTRATOR – ACADEMIC PARTNERSHIPS



School/Department:	Student Life
Grade:	5
Reports to:	Student Life Manager - Academic Partnerships
Responsible for:	N/A

Job Summary and Purpose: The Student Life Administrator - Academic Partnerships is part of the department Student Records and Data department within Student Life, which serves to provide a comprehensive and effective service across the student journey, enabling individuals to realise their potential.

The Student Life - Academic Partnerships team supports the delivery of high-quality administrative services across the University's academic partnerships, including franchise and collaborative provision. This role provides academic administration support to partner institutions, assisting staff and students with course-related processes and student records management.

Working collaboratively with teams across Campus Life, Quality & Standards, Academic Partnerships, Finance, and others, the post-holder will contribute to efficient student administration by helping to develop and maintain systems and procedures that enhance University-wide and partner-wide business processes.

01 MAIN DUTIES

This professional role will encompass the following, but the balance of duties and responsibilities will be determined in agreement with your line manager and the principles of the stated job purpose.

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- To provide welcoming, efficient and informative first line support for Academic Partners using initiative and judgement to distribute and steward queries between the Academic Partnerships Office and Campus Life to ensure queries from partners are responded to accurately within an appropriate timescale.
 - Supported by the Student Life Manager- Academic Partnerships and the Student Life Officer- Academic Partnerships, undertake the creation and maintenance of partner student records, applying and interpreting regulations to trouble-shoot queries from colleagues where necessary.
 - Assist in co-ordinating and delivering student assessment administration processes in relation to all Partner courses to ensure that accurate and comprehensive assessment profiles are available in a timely way to Boards of Examiners. This will require an understanding of relevant regulatory frameworks and student lifecycle processes.
 - In liaison with the Academic Partnerships Department and supported by the Student Life Manager- Academic Partnerships and Student Life Officer – Academic Partnerships, undertake the documentation of all academic administrative processes in accordance with agreed service levels, making recommendations for improvements and revisions as appropriate.
 - Maintain and update student records, including partner student data, tuition fee details, and changes related to withdrawals, interruptions, and transfers, ensuring accuracy for statutory reporting and compliance.
 - Support the production of transcripts, pass lists, and degree certificates for partner students, as directed by the Student Life Manager- Academic Partnerships, ensuring compliance with quality assurance procedures and timely communication of results to partner institutions.
 - Assist in the implementation of the student record retention policy, data disposal and the maintenance of the student records' archive.
 - Ensure UCA accounts are correctly set up and accessible for partner staff or students, as required by the partnership arrangement, working closely with IDS and virtual learning environment teams to identify and resolve any issues.
 - On occasion, assist the Fees and Funding team with the administration of Student Loans Company processes, , to help maintain compliance and support students' financial wellbeing.
 - Be a proactive member of the Student Record and Data team, meeting regularly to share best practice, participate in case discussions and to contribute to the development of policies, processes and materials related to the area of student advice, ensuring a culture of continuous improvement.
 - Participate as directed in University 'set pieces' such as enrolment, open days, and graduation ceremonies, representing the Student Life- Academic Partnerships team at UCA as and when required

02 DUTIES 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.

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- 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.
 - Maintain and promote health, safety and wellbeing awareness and commitment within the framework of the University's Health, Safety & Wellbeing policy.
 - Undertake any other work and hours of work as required to commensurate with the level and responsibility of the post.
 - To actively participate in learning and development to meet the requirements of your role and the University.

03 SELECTION MATRIX

Essential	Desirable	Used to shortlist
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Qualifications

1	Demonstrate qualifications and training commensurate with the post to include: A-levels or equivalent	x		x
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Knowledge & Experience

3	Experience of the office environment, ideally in the education sector	x		x
4	Demonstrate administrative experience	x		x
5	Demonstrate experience of the creation and maintenance of records using an electronic database		x	
6	Demonstrate experience of operational delivery and monitoring of business processes in relation to established procedures and policies	x		x

Ways of Working

9	Demonstrate the ability to build effective working relationships within the Student Administration department and with the staff of the University and other stakeholders	x		x
10	Demonstrate proven communication skills, written and verbal	x		x
11	Demonstrate good interpersonal skills coupled with the ability to communicate at a variety of levels	x		
12	Demonstrate the ability to work reliably under pressure in a fast-changing environment, creating realistic plans to manage and prioritise own and others' workloads to meet deadlines	x		
13	Demonstrate ability to work with accuracy and attention to detail	x		x

Personal Attributes/Behaviours

14	Demonstrate high levels of probity, diplomacy and confidentiality	x
15	Demonstrate a preference to work collaboratively and to make a full contribution to the work of the department and the wider University	x
16	Demonstrate a commitment to promoting diversity	x

Does the role require a DBS? Yes/ NO