



1. Advert

Post Title: Transcripts and Archives Officer

Division: Student Experience

Hours: Full time - 36.5 hours per week. Requests for [flexible working](#) options will be considered (subject to business need).

Location: Brighton, United Kingdom

Contract: Permanent

Reference: 21894

Salary: starting at £24,533 to £27,979 per annum, pro rata if part time

Placed on: 13 October 2023

Closing date: 06 November 2023. Applications must be received by midnight of the closing date.

Expected interview date: To be confirmed

Expected start date: To be confirmed

About the role

The Division for the Student Experience is seeking to appoint a Transcripts and Archives Officer who will provide official documentation to current students and alumni as well as liaising with external stakeholders related to the verification of certifications awarded by the University. They will also maintain our archives in line with the University's data retention policy. The successful candidates will have considerable contact with students, academic faculty and professional service staff, and will be required to possess good organisational, communication and IT skills.

About you

You will be a highly organised and efficient team player, that is able to work on a range of different tasks with at times conflicting deadlines. You will have good communication skills and the ability to explain processes and policies to colleagues and students.

About our Division

Our Student Experience is all about our Students. We work diligently to ensure that all our students are supported and have positive meaningful experiences in our University. We are led by our Student Experience Director and her Leadership team. Our services focus on Academic Quality, Student Data & Records, Careers & Entrepreneurship, Advice & Guidance, Complaints & Conduct, and Student Wellbeing. We work collaboratively with our

Schools and Divisions to ensure our students have environment that will further enhances their potential and equip them to pursue their goals and aspirations.

Why work here...

Our University is situated just off of the A27, next to the beautiful South Downs where you will enjoy everything that our 150-acre campus has to offer. We are easily accessible by public transport; a 5-minute walk from the train station and bus stops within the campus. We have dedicated cycling paths and encourage our staff to cycle to work with our offering of a cycle to work scheme.

Sussex is a renowned, research-led International University and this is only possible because of the people that work here. Whether you are Faculty, Student, or a member of a Professional Services Team, it's our people that make us great and we want you to be part of that.

The benefits that you will receive from day one:

- Generous pension scheme.
- Life insurance of up to 3 times your annual salary for any pension-enrolled employees.
- Purchase additional Annual Leave though our Scheme for a great home and work life balance
- Discounts of public transport, Cycle to work Scheme, and special rates in hotels in Brighton and the Sussex region.
- Discounts on high-street shops through our Rewards partner, along with a Cash back Health Plan.
- Considerable discount on our on-site Gym Facilities because we care about our employees' Health and Wellbeing.

Please contact Richie Fletcher, Student Records Manager R.D.Fletcher@sussex.ac.uk for informal enquiries

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students, and we welcome applicants from all backgrounds.

Please note: The University requires that work undertaken for the University is performed from the UK.

2. Job Description and Person Specification

Job Title:	Transcript & Archives Officer
Grade:	4
School/Division:	Student Experience/Academic Services/Student Data and Records
Location:	Bramber House

Responsible to: Student Records Manager

Direct reports: N/A

Key contacts: Academic and professional services staff in schools
Former University of Sussex students
Employers

Role description:

To provide a responsive service to former University of Sussex students requesting official documentation including transcripts of credit, replacement certificates and proof of award. Undertake the effective and timely maintenance of the University of Sussex student records archive. Oversee and direct the work of the Transcript Services Assistant

PRINCIPAL ACCOUNTABILITIES

1. **Ensure the timely and accurate production of official University of Sussex documentation.**
2. **Undertake the routine maintenance of the records of former University of Sussex students.**
3. **To proactively contribute to the on-going development and operational effectiveness of processes and ways of working.**
4. **To undertake other projects and duties as required from time-to-time**

KEY RESPONSIBILITIES

1. **Ensure the timely and accurate production of official University of Sussex documentation as requested**
 1. Process requests from past students for official documentation (received via web form, email, telephone or in-person) in a timely and accurate manner.
 2. Produce official documents including but not limited to council tax certificates, transcripts of credit, official letters and replacement certificates using database, microfiche and paper records.
 3. Ensure that payments for transcripts and alumni services received online are processed efficiently.
 4. Process employer requests for references for University of Sussex past students using the HEDD website.
2. **Undertake the routine maintenance of the records of former University of Sussex students.**
 1. Liaison with Academic Services and academic units in preparation for the annual archiving process ready for sending to off-site storage facility.
 2. Removal of key documents such as transcripts from student files prior to the file being archived.

3. Processing transcripts onto the database using scanning technology.
4. Identify inconsistencies between manual data and that held on student records database and report suspected fraud
5. Maintenance of spreadsheet data log of archived files and management of files to be destroyed at the end of the retention period
6. Maintenance of retained degree certificates
7. To provide high quality customer service to all former students of the University of Sussex.

3. To proactively contribute to the on-going development and operational effectiveness of processes and ways of working.

3.1 To contribute to the identification of improvements to process and ways of working.

4. To undertake other projects and duties as required from time-to-time

This Job Description sets out current duties of the post. Duties may vary from time to time without changing the general character of the post or the level of responsibility entailed.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Educated to A-level or above (or equivalent level)
2. A reasonable knowledge of PC applications such as Microsoft word, Excel, email and should be confident to learn other PC applications e.g. the student records database and other associated software.
3. A high degree of initiative and an ability to plan ahead in order to manage their own workload.
4. A high level of organisation and thoroughness in the execution of the range of duties.
5. General clerical experience in an office environment
6. Tactful with excellent customer service skills.
7. Able to deal with a diverse set of customers including students, academic staff and administrative staff across the University and a range of external customers such as employment agencies

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. An ability to pay attention to detail for the purpose of identifying inaccuracies in data, or alerting colleagues to cases of suspected fraud

2. Be physically fit as the job can be very demanding as it involves the organisation and retrieval of large numbers of paper records from the Student Systems archives
3. Awareness of Data Protection protocols

DESIRABLE CRITERIA

1. Some knowledge of the UK Higher Education System
2. Administrative experience in higher education environment
3. Experience working with microfiche records
4. Experience of working with a structured filing system containing large numbers of files
5. Experience of supervising or managing staff