



1. Advertisement

Post Title: Student Records Assistant

School/department: Division for the Student Experience/Academic Services

Hours: Full time or part time hours considered up to a maximum of 1.0 FTE. Requests for [flexible working](#) options will be considered (subject to business need).

Contract: Permanent

Reference: 20895

Salary: Starting at £24,144 to £27,396 per annum, pro rata if part time

Placed on: 16 June 2023

Closing date: 07 July 2023. Applications must be received by midnight of the closing date.

Expected Interview date: To be confirmed

Expected start date: To be confirmed

The Division for the Student Experience is seeking to appoint a Student Records Assistant who will provide assistance and support to all aspects of undergraduate and postgraduate student administration including registration, progression, readmission, transfers, withdrawals and graduation. 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.

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.

2. The Division

The Division for the Student Experience provides a range of administrative, academic and support services focused on improving the student experience, both directly to students and also to colleagues in Schools and Departments. Our services include:

- Academic quality and curriculum development and oversight of the University's UK collaborative provision
- Support to key University Committee's including the Education Committee
- Development of academic policy and procedures, including assessment regulations
- Student registration and ongoing maintenance of student records

- The management of student progress and assessment including the organisation of all formal examinations for UG, PGT and PGR students
- The management of student complaints and appeals and compliance with UKVI regulations related to students.
- Student engagement and enhancement including initiatives which form a key platform of our Access and Participation Plan
- Educational enhancement including technology enhanced learning and online distance learning
- Statutory data returns including HESA
- Student advice and guidance including disability, money and international students
- The provision of wellbeing and therapeutic support to students including those in our residences
- Careers, employability and entrepreneurship
- Timetabling of teaching and management of room bookings
- The University Chaplaincy
- The Sussex Regional ACCESS Centre

3. Job Description

Job Title:	Student Records Assistant
Grade:	4
School/Division:	Student Experience/Academic Services/Student Data & Records
Location:	Bramber House
Responsible to:	Student Records Manager
Direct reports:	N/A
Key contacts:	Professional Services staff in Schools Key academic staff UKVI Records Officers Exams and Assessment team

Role description:

The postholder will provide administrative support to the Student Records and Data team contributing to processes that ensure that all taught and research student records are set up accurately and continue to be accurately maintained in a timely way throughout the student life cycle from registration, progression and award and graduation.

PRINCIPAL ACCOUNTABILITIES

1. Assist with registration processes for new and returning taught and research students.
2. Contribute to the preparations for graduation ceremonies

3. Assist with the maintenance of student progress and registration details including students who transfer, intermit or temporarily withdraw, require an extension or readmission to the University.
4. Assist the UKVI Records Officers with the maintenance of data relating to student visas and immigration.
5. Maintain accurate records for students undertaking either study abroad or a placement.
6. Assist with the online submission of change of circumstances to the Student Loan Company portal
7. Assist with designated PGR specific processes
8. Be responsible for the Student Records team archiving.
9. Be engaged in ongoing personal and professional development relevant to the role.
10. To undertake any other duties as required from time to time that are commensurate with grade.

KEY RESPONSIBILITIES

1. **Assist with registration processes for new and returning taught and research students.**
 - 1.1 Answer all routine queries regarding registration from students and staff.
 - 1.2 Assist in all pre-registration checks including the preparation of computer records and ensuring eligible students have progressed to the next stage of their programme of study.
 - 1.3 Ensure all successful Foundation Year students have been progressed to the degree of their choice prior to registration.
 - 1.4 Monitor the status of PGR students and maintaining accurate records.
 - 1.5 Update registration flags, as and when necessary, to ensure that students obtain the correct registration status.
 - 1.6 Assist with procedures to deal with unregistered students including the preparation of up-to-date lists of students with this status.
 - 1.7 Prepare regular mailings to students regarding registration, annual review and visa renewal and updating the student record system as appropriate.
 - 1.8 Assist with the administration of all registration events including non-standard starters
2. **Contribute to the preparations for graduation ceremonies**
 - 2.1 Manage enquiries from students or their families.

- 2.2 Assist with the checking of graduate lists in preparation for graduation.
- 2.3 Maintain lists of PGR students eligible to graduate for each ceremony.
- 2.4 Assist with the mailing of certificates to in absentia graduates.
- 3. Assist with the maintenance of student progress and registration details including students who transfer, intermit or temporarily withdraw, require an extension or readmission to the University.**
 - 3.1 Have overall responsibility for receiving, advising and processing UG transfer back to first year applications, advising students on the process and discussing possible funding and housing implications.
 - 3.2 Prepare academic reports to send with applications for transfer to the subject admission tutor to enable the consideration of the application.
 - 3.3 Notify students of the outcome of the transfer application and draft offer/reject letters.
 - 3.4 Process change of course in the student record system and update fee codes as required.
 - 3.5 Provide advice and guidance on alternative options i.e. Temporary Withdrawal and the tuition fee liability.
 - 3.6 Process requests from PGR students for intermission and transfer to continuation status and applications for fieldwork and changes to mode of attendance and degree.
 - 3.7 Coordinate applications for research degree extensions including advising students, supervisors and Directors of Studies about the process.
- 4. Assist the UKVI Records Officers with the maintenance of data relating to student visas and immigration.**
 - 4.1 Assist the UKVI Records Officers and Student Accounts with overseas students' visa extension applications.
 - 4.2 Under the supervision of the UKVI Records Officers issue formal documentation (a CAS) for students seeking to extend their visas.
 - 4.3 Update the Home Office Sponsor Management System (SMS)
 - 4.4 Run reports to identify missing/expired passport and visa scans in compliance with the University's sponsor duties.
- 5. Maintain accurate records for students undertaking either study abroad or a placement.**
 - 5.1 Have principal responsibility for liaison with the CEC and the Study Abroad Office regarding work placements/study abroad student placements.
 - 5.2 Ensure that these students are registered on the correct version of the course, assigned the correct fee code and registration status.

- 6. Assist with the online submission of change of circumstances to the Student Loan Company portal**
 - 6.1 Assist with the online submission of change of circumstances, via the SLC portal, to report transfers, temporary and permanent withdrawals etc.
 - 6.2 Notify the SLC of paid/unpaid placements
 - 6.3 Inform the SLC of students that did not return to re-register at the required time
- 7. Assist with designated PGR specific processes**
 - 7.1 Initiate and coordinate the process for the Annual Review of research degree students including providing lists of students and other relevant information to Directors of Doctoral Studies.
 - 7.2 Arranging for the formal appointment of supervisors.
- 8. Be responsible for the Student Records team archiving.**
 - 8.1 Assume responsibility for the Student Record team filing
 - 8.2 Assist with the archiving of student files after completion of study.
- 9. Be engaged in ongoing personal and professional development relevant to the role.**
- 10. Undertake any other duties as required from time to time that are commensurate with grade including some evening and occasional weekend work as and when required.**

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

- GSCE (or equivalent) English and Maths (or demonstrable experience)
- Excellent communication skills and the ability to communicate effectively with people at a range of levels
- Excellent ICT skills including the use of databases and spreadsheets
- Fast accurate data entry with an attention to detail and concern for accuracy
- Fast accurate word processing skills and the ability to ensure effective, professional standard of presentation.
- The ability to prioritise own work to meet priorities and deadlines.

- Ability to deal professionally and sensitively enquiries from customers from a range of cultures
- Experience of working with the Microsoft suite.
- The desire and willingness to be part of a flexible, creative and supportive team.
- Helpful, cooperative and sensitive to the needs and feelings of others including a commitment to customer service.
- A working knowledge of GDPR requirements.
- Reliable, honest and a commitment to maintaining confidentiality

ESSENTIAL ROLE-SPECIFIC CRITERIA

- The ability to explain regulations in a clear and concise manner.
- Previous experience of working within an administrative environment (preferably within HE) which is customer based, i.e. dealing with people and providing a service

DESIRABLE CRITERIA

- A level 3 qualification
- Knowledge of the issuing a CAS via the Home Office Sponsor Management System (SMS)