



1 Advertisement

Post Title: Student Records Manager

School/department: Student Data and Records within the Division for the Student Experience/Academic Services

Hours: full-time hours up to 1.0 FTE.-Requests for flexible working options will be considered (subject to business need).

Location: Brighton, United Kingdom

Contract: 9 months maternity cover with the possibility for extension

Reference: A0019

Salary: starting at £36,333 to £43,155 per annum, pro rata if part time

Placed on: 28 February 2023

Closing date: 21 March 2023 Applications must be received by midnight of the closing date.

Expected Interview date: to be confirmed

Expected start date: 15 May 2023

Applications are invited for this exciting full-time role managing the Student Records team, which maintains the records for all undergraduate and postgraduate students here at the University.

The post-holder will lead the team in the delivery of all aspects of undergraduate, postgraduate taught and postgraduate research student records administration. They will also provide effective line management of the Student Records team.

The work involves the following activity:

- Lead the preparation and management of student registration activities
- Be the institutional point of contact with Student Finance England
- Lead the continuous improvement of service delivery that relates to the maintenance of student records
- Oversee the efficient and timely production of transcripts and other academic records for former and current students
- Undertake appropriate training to support personal and professional development

You will have a degree or equivalent and/or relevant professional experience, proven line management capabilities and preferably experience of Higher Education administration.

You should be a quick learner, a team player, highly organised, have excellent IT skills including the use of databases and spreadsheets, and have excellent oral and written communication skills such that you can write regulations and procedures.

You will be reliable, honest and committed to maintaining confidentiality and upholding data protection requirements.

Please contact Leo Baines-Jump (Head of Student Data & Records) via L.Baines-Jump@sussex.ac.uk for informal enquiries.

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. 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 Manager

Grade: 7

School/Division:	Student Experience/Academic Services/Student Records and Data
Location:	Bramber House
Responsible to:	Head of Student Records and Data
Direct reports:	Senior Student Records Officer Student Records Officer Student Records Assistant Transcript Services Officer/Assistant
Key contacts:	Academic and professional services staff in schools

Role description:

To lead the Student Records team in the delivery of all aspects of UG, PGT and PGR student records administration and services including registration, transfers, intermission, graduation and attendance confirmation for student loans.

PRINCIPAL ACCOUNTABILITIES

- 1. Lead the effective management of student records for UG, PGT and PGR students in line with University policy and procedure.**
- 2. Provide effective line management of the Student Records and Transcripts team, ensuring that operational objectives and deadlines are met in line with the annual calendar of business.**
- 3. Lead the preparation and management of student registration activities.**
- 4. Be institutional point of contact with Student Finance England**
- 5. Lead the continuous improvement of service delivery that relates to the maintenance of student records.**
- 6. Oversee the efficient and timely production of transcripts and other academic records for former and current students.**
- 7. Provide expert advice and guidance for the maintenance of student records across the University.**
- 8. Undertake appropriate training to support personal and professional development.**
- 9. Undertake other projects and duties as required from time to time.**

KEY RESPONSIBILITIES

- 1. Lead the effective management of student records for UG, PGT and PGR students.**

1. Have overall responsibility for student records maintenance including: transfers, temporary and permanent withdrawals, readmission, study abroad placements, and awards.
2. Work in collaboration with colleagues in Schools (academic and professional services) to ensure that student records are up to date and that students are informed of decisions in a timely and efficient manner (i.e. the outcome of SSPCs).
3. Work collaboratively with the Assessment and Examinations team to support the timely production of student results.
4. Lead the administrative support from the Student Records team that supports the preparations for graduation ceremonies.

2. Provide effective line management of the Student Records and Transcripts team, ensuring that operational objectives and deadlines are met in line with the annual calendar of business.

1. Be responsible for all aspects of line management, recruitment and annual appraisal of the Student Records team, to ensure the provision of a professional, efficient and effective service.
2. Be responsible for planning and prioritising the work of the Student Records team, ensuring that operational objectives and deadlines are met in line with the annual cycle of business and the student life-cycle.

3. Lead the preparation and management of student registration activities.

1. Ensure that returning students' records are correctly updated following progression boards and prior to registration.

3.2 Ensure that all successful foundation year students are correctly progressed and recorded on the student record system.

3. Ensure effective management of students and staff queries in relation to registration.
4. Liaise with other professional service teams (Admissions, Student Accounts) to ensure that appropriate registration blocks are set up as and when necessary, until student obtain the correct registration status.

3.5 Ensure that all un-registered students are followed up within required deadlines.

4. Be institutional point of contact with Student Finance England

1. Liaise with Student Finance England (SFE) regarding student loan issues and oversee the maintenance of the SFE HEP Services portal.
2. Keep abreast of relevant SFE funding requirements.

5. Lead the continuous improvement of service delivery that relates to the maintenance of student records.

- 5.1 Contribute to the development of policies and procedures in relation to student records to ensure that they continue to be effective and efficient.
- 5.2 Analyse and assess processes and procedures for potential enhancement and lead on their development and implementation where feasible and practical to do so.
- 6. Oversee the efficient and timely production of transcripts and other academic records for former and current students.**
- 6.1 Ensure that requests from former and current students are delivered accurately and in accordance with published service level agreements.
- 7. Provide expert advice and guidance for the maintenance of student records across the University.**
 - 1. To give professional advice and guidance to staff and students.
 - 2. Provide oversight for the production of up-to-date training manuals, contribution to the delivery of training sessions for University staff and the maintenance of the Student Records team website.
 - 3. Liaise effectively with all levels of personnel from senior academics to professional services staff with responsibility for the maintenance of student records.
- 8. Undertake appropriate training to support personal and professional development**
 - 1. Keep abreast of developments in the sector to ensure that the University's ways of working, processes and procedures can be informed by best practice.
- 9. 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.

4. Person Specification

ESSENTIAL CRITERIA

- 1. First degree or equivalent and/or experience.
- 2. Excellent IT skills including the use of databases and spreadsheets
- 3. Excellent interpersonal skills with the ability to build and maintain effective collaborative professional relationships with individuals at all levels.
- 4. Proven line management capabilities.
- 5. Excellent oral and written communication skills, the ability to write regulations and procedures and good presentation skills.
- 6. Diplomacy and persuasiveness and the ability to influence staff at all levels.
- 7. Ability to communicate clearly both orally and in writing; able to explain technical and operational issues to non-specialist staff
- 8. The ability to plan and prioritise workload and meet tight deadlines and to respond positively and creatively when under pressure.

9. A methodical approach to tasks with attention to detail
10. The ability to analyse complex problems and to advise on appropriate solutions
11. Ability to implement procedural change and contribute towards policy development
12. Demonstrable personal and professional development relevant to the role.
13. Team leadership skills with the ability to contribute positively as a team member, develop and foster teamwork in others and ensure achievement of team goals.
14. Demonstrable service orientation together with a client/customer focus.
15. Reliable, honest, and committed to maintaining confidentiality and upholding data protection requirements.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Successful experience in a similar role in a student records office or academic administration office preferably within a higher education setting.
2. Integrity to ensure legal compliance in an arena that significantly impacts the University's status.