J o b   D e s c r i p t i o n

Position: Attendance and Student Success Officer

School/Service: Greater Manchester Business School

Reference: GMBS-082/P

Grade: Grade 5

Status: Permanent

Hours: Full-Time (36.25 hours per week)

Reporting to: Quality and Compliance Lead

Main Function of the Position:

The primary purpose of this role is to monitor and report student attendance in GMBS, and supporting initiatives to increase student engagement, retention, and compliance.

The role holder will maintain a thorough understanding of UK Visas and Immigration (UKVI) requirements, particularly those relating to attendance monitoring, and will play a critical role in identifying and supporting students at risk due to low attendance or related concerns.

The role holder will play an essential part in ensuring students are identified and supported as part of all programmes, with initial priority given to foundation students and those programmes transitioning to Greater Manchester Way delivery.

Acting as key liaison between students and academic staff, ensuring clear communication and coordinated support, while also signposting students to relevant central services, ensuring that students are connected with the appropriate support at the right time.

Through data-informed insights, cross-team collaboration, and a student-centered approach, the role will contribute to fostering a positive and supportive learning environment while ensuring institutional and regulatory compliance.

Principal Duties and Responsibilities:

1. Work under the direction of the Student Success lead to support school-wide administrative tasks related to attendance monitoring, personal tutoring and other student success support initiatives, ensuring work is completed efficiently and effectively.

2. Working with the Quality and Compliance Lead, and the Student Success team, actively promote and contribute to the advancement of best practice.

3. Contribute to the schools planning process and support the achievements of targets related to attendance, retention and continuation metrics.

4. Monitor and report student attendance and engagement using university monitoring systems.

5. Identify students at risk due to low engagement or repeated absences and proactively contact them as part of an early intervention strategy.

6. Ensure compliance with UK Visas and Immigration (UKVI) regulations by accurately recording and reporting attendance for international students and escalating concerns to the relevant Personal Academic Tutor.

7. Manage the referral system for academic misconduct and 'Catch' students to ensure that they are connected with, and tracked through the appropriate support, to achieve academic improvement.

8. Provide timely, supportive outreach to students, offering advice, referring to relevant polices, academic staff and central support services, while tracking follow-up actions to ensure continuity of care.

9. Maintain clear and confidential records of all student contact and interventions, in line with GDPR and university policy.

10. Respond to student and staff queries regarding attendance procedures, providing guidance and ensuring clear understanding of university policies.

11. Act as a key liaison for personal tutors by supplying engagement reports, assisting with monitoring actions, and supporting consistent pastoral care.

12. Collaborate with academic and professional services teams to ensure a cohesive approach to student engagement, wellbeing, and retention.

13. Support the development and implementation of new procedures to improve the efficiency and accuracy of attendance monitoring within the school.

14. Prepare and present regular reports and insights on attendance trends to inform school planning.

15. Support the development of new strategies and tools aimed at improving student engagement and enable data-informed decision-making.

16. Work effectively within a dynamic environment, optimising both individual and team performance.

17. Contribute to the implementation and improvement of systems that support school operations.

18. Demonstrate flexibility by responding to urgent issues and supporting key calendar events, including occasional evening and weekend work.

19. Organise and coordinate meetings, including room booking and arranging refreshments. Prepare agendas, take minutes, and track the progress of agreed actions.

20. Support the planning and delivery of school events such as induction programmes, open days, and student engagement campaigns.

21. Play an active role in organising events, including Open Days and Partner Events, managing logistics such as audiovisual requirements, refreshments, invitations, and on-the-day participation.

22. Support student recruitment activities by contacting prospective students to encourage participation in open days and outreach initiatives.

23. Utilise appropriate technology effectively to perform all aspects of the role.

24. Prepare and produce reports, publicity materials, and research documents as required.

25. Treat all individuals with dignity and respect, actively contributing to a culture of inclusivity and equality.

26. Work flexibly as part of a collaborative team, including availability for some evening and weekend work during peak periods.

27. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements.

28. Ensure a safe working environment and abide by university health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.

29. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role.

Note:

This is a description of the position requirements as it is presently constituted.

It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary, update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Please note that this appointment may be subject to Disclosure and Barring Clearance.

Person Specification

Position:	Student Attendance & Engagement Officer	Reference:	GMBS-082/P
School/Service:	Greater Manchester Business School	**Priority**	

Criteria		Priority (1/2)	Method of Assessment
1	**Qualifications**		
1 a)	GCSE in English and Mathematics, grade C or above (Or equivalent), or equivalent standard of education	Priority 1	Application Form/Documentation
1 b)	Educated to Degree (or equivalent) in an appropriate subject, or equivalent experience	Priority 1	Application Form/Documentation
1 c)	An appropriate word-processing/IT qualification or relevant knowledge and experience	Priority 1	Application Form/Documentation
2	**Skills / Knowledge**		
2 a)	Competent in the use of appropriate IT systems such as word-processing, spreadsheets, databases and email	Priority 1	Application Form/Interview/Test
2 b)	Able to develop and operate systems for keeping clear and accurate records	Priority 1	Application Form/Interview
2 c)	Able to present data in a clear and accurate manner	Priority 1	Application Form/Interview/Test
2 d)	Familiar with UK Visa and Immigration (UKVI) regulations and policies.	Priority 1	Application Form/Interview
2 e)	Excellent oral communication and interpersonal skills to liaise effectively with colleagues, students and external contacts in a professional manner	Priority 1	Application Form/Interview
2 f)	Excellent organisational skills	Priority 1	Application Form/Interview
2 g)	Effective committee support skills, including minute taking.	Priority 1	Application Form/Interview/Test
2 h)	Able to lead on the development and implementation of system, process or procedural change or small projects.	Priority 1	Application Form/Interview
3	**Experience**		
3 a)	Experience of dealing with people in a customer care situation	Priority 1	Application Form/Interview
3 b)	Experience of using computerised record systems as a major administrative tool	Priority 1	Application Form/Interview
3 c)	Experience of Administration in a student facing service	Priority 1	Application Form/Interview
3 d)	Experience of supporting committees including minute taking	Priority 2	Application Form/Interview/Test

3 e)	Experience of setting and achieving deadlines for self	Priority 1	Application Form/Interview
3 f)	Experience of working to imposed deadlines	Priority 1	Application Form/Interview
3 g)	Experience of setting and monitoring deadlines for others	Priority 1	Application Form/Interview
3 h)	Experience of contributing to and implementing system, process or procedural development	Priority 2	Application Form/Interview
4 Personal Qualities			
4 a)	Awareness of the requirements associated with operating within a customer service environment	Priority 1	Application Form/Interview
4 b)	Commitment to continuous improvement and creative ways of working	Priority 1	Application Form/Interview
4 c)	Able to work and contribute as a member of a team, whilst using own initiative as required	Priority 1	Application Form/Interview
4 d)	Able to work without close supervision	Priority 1	Application Form/Interview
4 e)	Able to work in a fast-paced environment and embrace change	Priority 1	Application Form/Interview
4 f)	Able to take ownership of, organise and prioritise tasks and workload from initial stage to completion to meet deadlines.	Priority 1	Application Form/Interview
4 g)	Able to follow procedures and respond to instructions from senior colleagues	Priority 1	Application Form/Interview
5 Other			
5 a)	Willing to undertake staff development, which may take place outside the university	Priority 1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act and the Bribery Act	Priority 1	Interview
5 c)	Commitment to the university's policy on equal opportunities and diversity	Priority 1	Interview
5 d)	Available to work flexibly and travel as appropriate in order to meet the needs of the school/university	Priority 1	Interview
5 e)	Available to work evenings and outside of the normal academic year	Priority 1	Interview

Note:
- **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
- **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
- It is the responsibility of the employee to ensure any professional accreditation/membership remains current
- Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required