Job Description

Position: Student Data Administration Assistant

School/Service: Student Data Management

Reference: SPI-019/P

Grade: Grade 3

Status: Permanent

Hours: Full-Time (1 FTE)

Reporting to: Student Data and Returns Officer

Main Function of the Position:

The role will support the day-to-day operation of the Student Data Management unit, including oversight of the production of student certificates, management of the institution's historic student records archive and other associated communications with students.

Principal Duties and Responsibilities:

1. To assist in the maintenance of data in the university student record system (SITS) and the digital certificates system, including student awards.

2. To support the data collection and checking process required for the University's external reporting including HESA, HESES, ILR etc.

3. Manage the institutions archive of historic paper student records and contribute to digitisation of these records where appropriate.

4. Respond to student queries appropriately, provide advice and guidance where required.

5. Assist in the provision of operational and administrative support to other areas of SDM when required.

6. To contribute as appropriate to the unit planning process and to be actively involved in the achievement of performance targets and SLAs.

7. To demonstrate a professional attitude, evidencing commitment to the University and the attainment of excellent quality of service.

8. Maintain a working knowledge of University/External regulations and procedures, for example; Academic Regulations, Prevent, Statutory obligations etc

9. Maintain confidentiality in all aspects of the University's business to ensure the integrity and credibility of the University is maintained and protected.

10. To be flexible and adaptable, where required to meet the changing needs of the service, which may involve operating outside of the normal working hours/pattern on occasion.

11. Work as part of other support units across the University as the need arises, supporting their student data administrative function.

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

13. 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.

14. 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.

Person Specification

Position:	Student Data Administration Assistant	Reference:	SPI-019/P
Service:	Student Data Management		

Criteria			Method of Assessment
1	**Qualifications**		
1 a)	GCSE A-C in Mathematics and English, or equivalent standard of education	Priority 1	Application Form/ Documentation
1 b)	Honours degree in relevant subject area or equivalent level experience	Priority 2	Application Form/ Documentation
2	**Skills / Knowledge**		
2 a)	Able to work with and manipulate large data sets using standard reporting tools such as MS Access	Priority 1	Application Form/Interview
2 b)	Able to use methodical and systematic approaches to investigate and solve problems and to determine a course of action	Priority 1	Application Form/Interview Assessment
2 c)	Able to work diligently and develop approaches to identifying and confirming accuracy of data	Priority 2	Application Form/Interview
2 d)	Skilled at determining priorities and managing deadlines	Priority 2	Application Form/Interview
2 e)	Good oral communication and interpersonal skills to liaise effectively with colleagues, students and external contacts in a professional manner	Priority 1	Application Form/Interview
3	**Experience**		
3 a)	Experience of operating within a team environment	Priority 1	Application Form/Interview
3 b)	Experience of the application of Information Technology including Microsoft Excel and Access	Priority 1	Application Form/Interview
3 c)	Experience of providing a customer focused service in a customer-facing role.	Priority 1	Application Form/Interview
3 d)	Experience of working to imposed deadlines	Priority 2	Application Form/Interview
3 e)	Experience of using a student record system e.g., SITS and dealing with sensitive information confidentially	Priority 2	Application Form/Interview
3 f)	Experience of providing administrative support within an office setting	Priority 2	Application Form/Interview
4	**Personal Qualities**		
4 a)	Awareness of the requirements associated with operating within a customer service environment	Priority 1	Interview
4 b)	Adaptable and flexible to meet changing circumstances in the working environment and	Priority 1	Interview

4 c)	Highly organised and able to prioritise and manage own work to achieve deadlines set by others	Priority 1	Interview
4 d)	Able to work effectively as part of a team and as an individual	Priority 1	Interview
4 e)	Able to use initiative as and where appropriate	Priority 1	Interview
4 f)	Commitment to continuous improvement and creative ways of working	Priority 1	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, Prevent	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 service	Priority 1	Interview
5 e)	Available to work evenings and outside the normal academic year	Priority 1	Interview

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