

## **Job Description**

|                                |                                       |
|--------------------------------|---------------------------------------|
| <b>Position:</b>               | Student Data Administration Assistant |
| <b>Academic Group/Service:</b> | Student Data Management               |
| <b>Reference:</b>              | 0231-26                               |
| <b>Grade:</b>                  | Grade 3                               |
| <b>Status:</b>                 | Permanent                             |
| <b>Hours:</b>                  | Part-Time (21 hours)                  |
| <b>Reporting to:</b>           | Student Data Manager                  |

### **Main Function of the Position:**

The role will support the day-to-day operation of the Student Data Management unit, including the administration of the student certificates system, management of the institutions historic student records archive and other associated communications with students.

### **Principal Duties and Responsibilities:**

1. To assist with the administration of the Digital Certificates system and coordinate the distribution of certificates to students.
2. To assist in the maintenance of data in the University student record system (SITS) and the certificates system, including student awards.
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.

The university is committed to upholding academic freedom and freedom of speech within the law. We support open and respectful debate, the exchange of ideas, and the right of staff and students to question, test, and advance knowledge without constraint, while recognising the responsibility to exercise these freedoms in a way that respects the rights of others

## Person Specification

|                                                        |                                                                                                                                                 |                           |                                       |
|--------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|---------------------------------------|
| <b>Position:</b> Student Data Administration Assistant |                                                                                                                                                 | <b>Reference:</b> 0231-26 |                                       |
| <b>Service:</b> Student Data Management                |                                                                                                                                                 | <b>Priority</b>           | <b>Method of Assessment</b>           |
| <b>Criteria</b>                                        |                                                                                                                                                 | <b>(1/2/)</b>             |                                       |
| <b>1 Qualifications</b>                                |                                                                                                                                                 |                           |                                       |
| 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       |
| <b>2 Skills / Knowledge</b>                            |                                                                                                                                                 |                           |                                       |
| 2 a)                                                   | Able to work with and manipulate large data sets with high attention to detail and regard for data integrity                                    | 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            |
| <b>3 Experience</b>                                    |                                                                                                                                                 |                           |                                       |
| 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            |
| <b>4 Personal Qualities</b>                            |                                                                                                                                                 |                           |                                       |
| 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 embrace change                                             | 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                             |

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| 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 |
| <b>5</b> | <b>Other</b>                                                                                                                       |            |           |
| 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.