

Job Description and Person Specification

JOB DESCRIPTION

Post title:	Senior Administrative Officer – Student Records Team		
Academic Unit/Service:	Registry, Student and Academic Administration		
Faculty:	Professional Services		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	3
*ERE category:	n/a		
Posts responsible to:	Student Records Team Leader (MSA4) Student Records Manager (MSA5)		
Posts responsible for:	None		
Post base:	Office-based (see job hazard analysis)		

Job purpose
To ensure the University of Southampton Student Administration Systems and processes support key areas of the student lifecycle from Enrolment to Award by developing an in-depth understanding of processes, system functionality, data, and the importance of data quality. To become a Subject Matter expert in particular areas of the student lifecycle, providing expert advice, guidance and support to colleagues and students alike.

Key accountabilities/primary responsibilities	% Time
1. To provide an effective and efficient administrative service to beneficiaries and stakeholders, applying an expert knowledge of an area of student administration, systems and processes, alongside an understanding of Faculty operations, within Student and Academic Administration.	15%
2. Use a detailed understanding of the business processes that underpin key stages of the student lifecycle and their implications for student record-keeping to ensure that enhancements and projects are delivered accurately and efficiently.	10%
3. To be proactive in identifying improvements to service, processes and systems highlighted through the collection of feedback, evaluation and benchmarking.	10%
4. To work collaboratively with staff across the SAA work-stream to implement and deliver efficient processes to make the best use of systems and people, ensuring consistency of approach and compliance with agreed approaches to the management of student data.	15%
5. To provide specialist advice to colleagues across the SAA work-stream on student record keeping. To work with, and in support of, the Student Records Team Leader to develop and deliver briefings and presentations to colleagues across the work-stream	15%

Key accountabilities/primary responsibilities	% Time
6. To maintain a current understanding of the University Student Records System, Banner, reading upgrade release notes and identifying impacts and benefits. To participate in Focus Groups related to the development of Banner in key areas such as integration with the Student Loans Company and support for the submission of student data to the Higher Education Statistics Agency.	10%
7. To work closely with the Student Administration Systems Team and iSolutions developers on enhancements to Student Administration Systems identifying business needs and reviewing and agreeing User Requirements Specifications to ensure they meet the business needs in the most effective and efficient way. Define and document User Acceptance Testing requirements, identifying scenarios and datasets. Undertake comprehensive testing.	10%
8. Produce, present and maintain up to date guidance, business process documentation and checklists for students and staff.	5%
9. To manage time effectively and co-ordinate own work, working collaboratively within the team to ensure consistent planning and prioritisation of short and medium term work activities in response to agreed deadlines, reporting to the Student Records Team Leader on progress.	5%
10. Any other duties as allocated by the line manager following consultation with the post holder.	5%

Internal and external relationships
<p>Internal Relationships Working closely with colleagues across SAA and in other Professional Services such as Finance, iSolutions and Student Services Engaging with students and staff across the University</p> <p>External Relationships Participation in relevant stakeholder and focus groups Professionally focussed links as appropriate</p>

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Skill level equivalent to achievement of HNC, A-Level, NVQ3 with proven work experience acquired in relevant roles and job-related training.</p> <p>Able to apply a comprehensive understanding of relevant systems and procedures and procedures, and an awareness of activities in the broader work area.</p> <p>Experience of large complex IT systems and ability to accurately analyse and interpret complex quantitative and qualitative data, presenting summary information in a clear and concise format.</p> <p>Ability to make effective use of standard office computer systems including word-processing and spreadsheets.</p>	<p>Experience with the Banner Student Records System.</p> <p>Experience of reporting tools such as Oracle Discoverer.</p> <p>Formal experience of testing computer applications software.</p> <p>Experience of Higher Education</p> <p>Experience of the using the Banner Student Record system</p>	Application & Interview
Planning and organising	<p>Able to plan and prioritise own short and medium term work activities within guidance offered by the Team Leader.</p> <p>Ability to successfully plan and deliver small projects over a period of several months.(e.g. to co-ordinate an event)</p> <p>Able to monitor timescales and resources and report to the Team Leader issues which cannot be resolved.</p>		Application, Interview
Problem solving and initiative	<p>Ability to acquire and apply comprehensive knowledge of process, procedures and systems; use initiative and judgement to resolve daily problems within the team and guidance offered by the Manager/Team Leader.</p> <p>Ability to acquire clear understanding of the quality and standards required for the service delivery in a customer focussed organisation.</p> <p>Ability to use initiative and adopt a positive/active approach to problem solving.</p> <p>Proactive in identifying improvements to service, processes and systems highlighted through the collection of feedback, evaluation and benchmarking.</p>	<p>Ability to apply creativity to identify short-term workarounds as well as long-term solutions.</p>	Application, Interview
Management and teamwork	<p>Contribute to team behaviours and interact effectively and sensitively with peers. Build effective networks across the Student and Academic Administration work-stream and</p>	<p>Be flexible and adaptable in approach to work routines, be able to adapt quickly to change; be open to working with different</p>	Application, Interview

	<p>Professional Services; sustain productive workplace relationships for the long term.</p> <p>Evidence of a commitment to delivering services that add value from the perspective of students and key staff.</p>	teams/individuals as the business demands.	
Communicating and influencing	<p>Ability to speak to groups or individuals and explain processes clearly and concisely; and to write in a clear and factually/grammatically accurate way.</p> <p>Capacity for patience and tolerance with large numbers of staff particularly when working under pressure.</p>	Ability to motivate others to engage them in departmental and organisational objectives.	Application, Interview
Other skills and behaviours	<p>Proactive approach to following the standards set for all staff and engagement in sharing best practice across the Team.</p> <p>Receptiveness to new ideas and approaches.</p> <p>Ability to engage in appropriate training and staff to development to ensure knowledge and skills are always up to date.</p> <p><u>Embedding Collegiality*</u> (see below)</p>		Application & Interview
Special requirements	<p>Maintain the confidentiality of all data at all times.</p> <p>Flexibility to avoid taking leave during peak times for the team.</p> <p>Flexibility to undertake other duties as required by the Team Leader/Manager.</p>		Interview

JOB HAZARD ANALYSIS

Is this an office-based post?

<input checked="" type="checkbox"/> Yes	If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.
<input type="checkbox"/> No	If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

- HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (eg: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(eg: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (ie: steps, stools, ladders, stairs)			
Fine motor grips (eg: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
PSYCHOSOCIAL ISSUES			
Face to face contact with public			
Lone working			
## Shift work/night work/on call duties			

Appendix A

Functional activities within the Student Records team

The Student Records Team will be responsible for a range of business processes that cover those stages in the student life cycle from enrolment, assessment, progression, awards, student finance, HESA (and other statutory returns), data quality, council tax exemption, UG, PGT and PGR administration and International Registration . Each Team member will be expected to have a working knowledge of the spread of business covered by the Team and will 'major' in assigned responsibilities in part of that life cycle.

1. Student Administration

To include:*

- Enrolment
 - Support for process via a helpline number
 - Attendance at registration events to give advice/guidance
 - Ensure students enrol on time and in accordance with policy
 - Administer 'chase' campaign and associated data checking
- Undergraduate (UG) and Postgraduate Taught (PGT) programme student administration
 - Changes to programmes, modes of study, suspension and withdrawals
- Council Tax exemption and associated data sharing
- Student Loans Company administration
 - Registration confirmation
 - Change of Circumstances notification
 - Maintenance of Courses Management Service (CMS) for Student Loans Company
- Studentships processes
- Pre-sessional student administration
- Postgraduate Research (PGR) student administration and support for PGR Tracker

2. Assessment

To include:*

- Support for Gradebook and associated marks entry
- Assessment Grids
- Progression
- Awards

3. Data Quality

To include:*

- Work to support the HESA return
- Validation and checking of information that underpins the student lifecycle
- Support, advice and guidance to SAA colleagues in Registry/Faculties and other Professional Services

* These lists are not exhaustive; other activities may be included due to process or system change, and by arrangement with the Line Manager

Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability and is at the heart of everything we do. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

All staff	Behaviour
Personal Leadership	I take personal responsibility for my own actions and an active approach towards my development
	I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly
	I show pride, passion and enthusiasm for our University community
	I demonstrate respect and build trust with an open and honest approach
Working Together	I work collaboratively and build productive relationships across our University and beyond
	I actively listen to others and communicate clearly and appropriately with everyone
	I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish
	I proactively work through challenge and conflict, considering others' views to achieve positive and productive outcomes
Developing Others	I help to create an environment that engages and motivates others
	I take time to support and enable people to be the best they can
	I recognise and value others' achievements, give praise and celebrate their success
	I deliver balanced feedback to enable others to improve their contribution
Delivering Quality	I identify opportunities and take action to be simply better
	I plan and prioritise efficiently and effectively, taking account of people, processes and resources
	I am accountable, for tackling issues, making difficult decisions and seeing them through to conclusion
	I encourage creativity and innovation to deliver workable solutions
Driving Sustainability	I consider the impact on people before taking decisions or actions that may affect them
	I embrace, enable and embed change effectively
	I regularly take account of external and internal factors, assessing the need to change and gaining support to move forward
	I take time to understand our University vision and direction and communicate this to others