

1. JOB IDENTIFICATION

Post Title: Student Records Administrator

Accountable to: Student Records Manager

Responsible to: Student Records Supervisor

Salary: £29,958 per annum

2. PRINCIPAL JOB PURPOSE

As a well-organised and pro-active member of staff, the Student Records Administrator will undertake a range of Student Records duties to support an academic department(s) including the provision and maintenance of student records information.

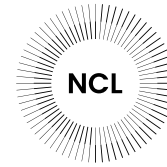
3. MAIN DUTIES AND RESPONSIBILITIES

3.1. Provide Information Systems Support

- Accurately collate, input and monitor enrolment, attendance and other student data, including online and live enrolment data, to ensure the efficient and high-quality administration of College information systems.
- Accurately collate, input and monitor course information to ensure the efficient and high-quality administration of College information systems.
- Communicate with departmental staff to ensure the accurate processing of other key information including, but not exclusive to, transfers and withdrawals.
- Communicate with departmental staff to facilitate the accurate and timeous completion of course designs and other course information.
- Ensure all data complies with the requirements for the submission of data to external bodies.
- Contribute to the self-evaluation and planning processes of Student Records department and academic department(s).
- Use available tools to provide a range of reports to departmental staff as requested.
- Contribute to a range of audit checks of student records, course data and any other relevant data held on College information systems.
- Respond to student enquiries as required.
- Ensure that complex requests are escalated as appropriate for resolution.
- Observe confidentiality, security and data protection regulations in the execution of all duties.

3.2. Collaborate with students, departmental academic and professional services staff to improve student retention

- Support the academic department(s) in the accurate administration of student registers, including a pro-active approach to helping and reminders for academic staff on the completion of student registers.



- Support the academic department(s) in the accurate administration of student results, including a pro-active approach to helping and reminders for academic staff on the completion of student results.
- Identify and resolve information systems errors and discrepancies relating to registers and results.
- Escalate any register and results non-compliance issues with Senior Departmental Staff and Senior Student Records staff where appropriate.
- Support the process of registering and resulting students with awarding bodies as appropriate.
- Assist departmental staff in the administration and creation of department-specific online assessments e.g. SQA Solar.
- Provide students with support, advice, guidance and documentation as appropriate. e.g. council tax discount forms, student ID etc.
- Work collaboratively with key academic and professional services colleagues to improve student retention in academic department(s).

3.3. Provide additional support as required

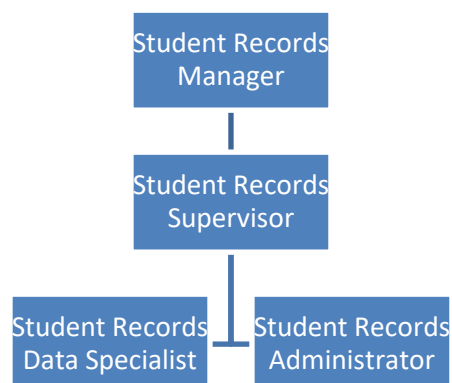
- The main duties and responsibilities described above are not exhaustive and simply highlight a number of major aspects of the post. The post holder may be required to undertake additional duties which might reasonably be expected and which form part of the function of the post.

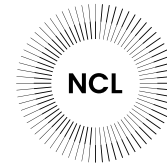
4. ADDITIONAL RESPONSIBILITIES

The postholder will be required to follow all College policies and procedures at all times and take account of College guidance. The post holder will deputise for the Student Records Supervisor where necessary.

The above list is not exhaustive and is only indicative of the duties and responsibilities of the postholder. Job descriptions may be reviewed and amended in order to meet changing organisational needs and objectives.

5. ORGANISATIONAL RELATIONSHIPS





6. WORKING ENVIRONMENT

Physical

- The post is office based but may require some travel between campuses and to attend external meetings.
- ICT skills required for production of paperwork, reports and e-communication.

Mental

- Dealing with significant and complex issues;
- Frequent and intense periods of concentration e.g. when analysing statistics or preparing reports;
- Frequent interruptions to work which require work priorities to be reviewed.

Emotional

- Balancing a range of operational responsibilities.
- Dealing with periods of high workload.
- Maintaining measured and professional attitude and approach at all times.
- Commitment to the wellbeing of staff and students.

7. HEALTH AND SAFETY STATEMENT

As a member of staff of New College Lanarkshire, you will fulfil the health and safety responsibilities specific to your role as set out in the Health and Safety Policy to support the College vision and aims. You will assist in the achievement of compliance with statutory provisions and Health and Safety Policy objectives. You are required to take all reasonable care for yourself and others, undertake any training relevant to your position, participate in Health and Safety initiatives and make full and proper use of any control measures provided to reduce or eliminate risks to Health and Safety.



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PERSONAL SPECIFICATION STUDENT RECORDS ADMINISTRATOR

Education and Training

- Qualified to SCQF Level 7 in a relevant discipline OR equivalent experience.
- Evidence of Continuous Professional Development.

Knowledge & Experience

(Evidence will be sought from application form and by interview questions)

- Microsoft Office 365 packages.
- Working in a busy administrative office environment.
- Excellent customer service.
- *Student Information systems (desirable).*
- *Student enrolment (desirable).*
- *Comprehensive use of information systems in an education setting (desirable)*

Skills

(Evidence will be sought as part of the interview process)

- Good administration and software skills.
- Excellent IT Skills
- Excellent interpersonal and communication skills.
- Ability to deal with periods of high workload and changing priorities.
- Ability to work independently and prioritise own workload.
- Flexible approach to work.