Student Services Officer (Student Records)
Student and Academic Services

Closing date: 16 August 2019
Interview date: 20 September 2019
Vacancy reference: 7858
INTRODUCTION

Student Services works to enable an excellent experience for students during their time at the University of York. We provide information, advice, guidance and support to students and work with from their enrolment through to their graduation. We also provide advice and guidance to colleagues across the University who rely on our expertise and processes to support the student lifecycle. The work of the Service is important in ensuring that the University meets a number of statutory compliance duties.

We are also responsible for many of the central administrative functions of the University; we maintain the student records, and support and develop the systems and processes that allow for the smooth transition of students through their studies.

We are committed to excellence and work in a collaborative and fast-moving environment. We expect staff to work flexibly and to move within teams and specialisms as they develop a rewarding career in Higher Education. In this role you will work independently and as part of a team and will be willing and able to learn policies, systems and processes quickly.

We are currently recruiting to a vacancy in the Student Records team. You will gain expertise in the team’s activities, working closely with colleagues across the Service to ensure the accuracy of student data and the effectiveness of processes. These activities are core to the running of the University with all Academic and Professional Services Departments relying on the accuracy of the information we provide. A detailed understanding of these processes provides a valuable foundation to those seeking career progression within the sector.

In this role you will gain a detailed understanding of the systems and processes which underpin the accuracy and timeliness of the student record and support the enrolment and progression of students. This is a challenging and constantly changing area, requiring close attention to detail, flexibility in working practices and the ability to quickly review and implement changes. You will also have the opportunity to gain experience in other areas within Student Services.

You will initially be involved with those processes supporting the enrolment of students at various intakes throughout the year, ensuring the accuracy of the data presented to students and ensuring any required updates are actioned. You will also support the implementation of new system developments to ensure the efficiency of processes which support the student experience. You will help the team develop and embed new processes, review and improve existing processes and identify and develop our reporting requirements.

If you are a highly motivated and enthusiastic person, with a good eye for detail and a keen interest in improving and developing processes through the use of IT we would be interested in hearing from you. You must be able to work independently or as part of a team, and be willing and able to learn new systems and processes quickly. This is an exciting opportunity for you to play a key role in a cross functional team, supporting the implementation of a number of key University projects, and contributing to the ongoing enhancement of the Student Experience at the University.
Main purpose of the role

To work within Student Services as the officer responsible for delivery of key areas of work and the implementation of associated policies, including contributing to service improvement activity. The job will be focused principally on the work of the Student Records Team, leading on specific tasks and delivering agreed outcomes and will provide advice and support to colleagues and service users.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- Assist in the management and delivery of the team's specialist responsibilities
- Act as a point of reference and provide detailed information, advice, guidance and support to colleagues and service users.
- Manage and review policies, processes and administrative systems to support the effective and efficient delivery of team functions and objectives.
- Ensure accurate record keeping and data quality in relation to individual and team areas of responsibility.
- Process and maintain relevant data and ensure that it is analysed, reported and acted upon appropriately.
- Seek and respond to feedback from service users in order to improve service delivery
- Work collaboratively with others to identify solutions to issues including through participation in specific projects as agreed with Service management.
- Involvement in specific activity to deliver process and service improvements within your team and contribute to relevant collaborative projects within the service, directorate and university as required.
- Analyse, manipulate and interpret information in order to provide detailed reports (including drafting and contributing to relevant committee reports) and communications
- Oversee and contribute to the production of relevant service information and process documentation and ensure that it is disseminated and updated as required.
- Prioritise own work.
- Ensure day to day security and accessibility of data in your teams’ area of responsibility, applying University policy
- Use University systems (HR, finance) as required in the context of the job to support team and service business
- Become a skilled user of specific specialist systems (e.g. SITS, case management systems etc.) used within your team setting and undertake training as required to keep skills up to date.
- Maintain knowledge and expertise in areas of policy and practice that are relevant to the work of the team.
- If required supervise administrative staff within the team - allocating work and ensuring that tasks are completed to required standards within given deadlines.
- Deputise for the team manager as required.
- Support other teams with their activities at key points in the year - e.g. helping out with graduation, student enrolment, welcome events etc.
- Work collaboratively and be able to provide cover for other members of the team as circumstances (including sickness and holiday cover) require.
- Undertake other duties commensurate with the grade of the post, as allocated by the line manager following consultation with the post holder
- Specialist duties - if required add no more than four further bullet points which highlight any specific team duties that are not covered by the generalities above.
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Educated to at least ‘A’ level standard or equivalent or comparable work experience.</td>
<td>Essential</td>
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<td>Educated to degree level</td>
<td>Desirable</td>
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### Knowledge

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<tr>
<td>Thorough knowledge of administrative procedures and processes used in a busy office within a large complex organisation</td>
<td>Essential</td>
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<td>Knowledge of office accounting processes</td>
<td>Essential</td>
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<td>Knowledge of project management methodologies and principles</td>
<td>Desirable</td>
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<td>A good working knowledge of reporting tools (e.g. Business Objects, Tableau or similar)</td>
<td>Desirable</td>
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### Skills, abilities and competencies

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<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Strong IT skills, with the ability to use Microsoft and Google Suite products</td>
<td>Essential</td>
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<td>Excellent oral and written communication skills, with the ability to provide detailed advice and guidance on specialist defined processes and procedures to internal and external contacts</td>
<td>Essential</td>
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<td>Able to review procedures and processes, ensuring they are fit for purpose and maximise efficiency; make recommendations for improvements as identified and implement agreed changes</td>
<td>Essential</td>
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<td>Strong analytical and problem solving skills</td>
<td>Essential</td>
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<td>Ability to write clearly and succinctly, and to maintain documentation for a variety of audiences, including user and technical documentation</td>
<td>Essential</td>
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<td>Excellent teamwork and interpersonal skills</td>
<td>Essential</td>
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<td>Able to demonstrate flexibility and innovation in adapting to changing needs</td>
<td>Essential</td>
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<td>Numeracy &amp; literacy skills with the ability to monitor expenditure against a financial account/budget</td>
<td>Desirable</td>
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<td>Competent in diary management, with the ability to plan and organise meetings, small scale events, workshops and conferences</td>
<td>Desirable</td>
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<td>Able to effectively allocate work and check the work of an administrative colleague, ensuring required service standards and deadlines are met</td>
<td>Desirable</td>
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<tr>
<td>Advanced user of the SITS student record system, or other student record system</td>
<td>Desirable</td>
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## PERSON SPECIFICATION

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<th>Experience</th>
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<td>Experience of working in an administrative role in a busy office within a large complex organisation</td>
<td>Essential</td>
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<td>Experience of analysing data and presenting summary information in a clear and concise format</td>
<td>Essential</td>
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<td>Experience of organising events &amp; meetings</td>
<td>Essential</td>
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<td>Experience of providing an excellent standard of customer service</td>
<td>Essential</td>
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<td>Experience of designing and delivering customer focused training</td>
<td>Desirable</td>
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<td>Experience of delivering presentations to internal or external audiences</td>
<td>Desirable</td>
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### Personal Attributes

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<th>Essential/Desirable</th>
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<tr>
<td>An energetic, professional and thorough approach to work, with an eye for detail</td>
<td>Essential</td>
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<td>A commitment to data quality and the accuracy of data management</td>
<td>Essential</td>
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<td>A proactive approach and the ability to use initiative in problem solving and developing service opportunities</td>
<td>Essential</td>
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<td>Highly motivated, able to learn quickly and work independently or as part of a team</td>
<td>Essential</td>
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<tr>
<td>Professional, diplomatic and confident in dealing with a wide range of people and situations</td>
<td>Essential</td>
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<td>Sensitivity and empathy with users, colleagues and staff</td>
<td>Essential</td>
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<td>Ability to remain calm under pressure and work to tight deadlines</td>
<td>Essential</td>
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Student and Academic Services provide administrative and advisory services and opportunities for development to support the student experience. Working collaboratively with students, colleagues and external partners we facilitate learning, development and success. As one of the largest professional service directorates we make a significant impact on the University’s ability to achieve its ambition of offering an outstanding and valuable experience, and to support our colleagues in achieving excellence in research, teaching, and the student experience. We are in a strong position to shape and influence the way that the University delivers its objectives.

We provide a collection of professional services which contribute to the quality of the student experience; these services are organised in four sections: ·

- Academic Support · Careers and Placements · Student Life and Wellbeing · Student Services

Student Services is engaged in a broad range of activities which underpin the student lifecycle from enrolment through to graduation. We are the first point of contact for students for everyday enquiries and specialist advice, and provide and support essential processes, systems, and events that underpin the student journey, the administration of teaching and learning, and the University’s relationship with key stakeholders and external agencies.

We are responsible for matters relating to:

- research student administration;
- student records management;
- student enrolment;
- student financial support;
- academic progress;
- examinations and assessment;
- academic appeals;
- graduation;
- compliance and statutory returns; and
- student systems development.

We are comprised of a team of approximately 50 staff members organised in 10 teams. Our teams work in partnership with academic departments and professional services across a wide range of operational and development activities. We’re working together to identify opportunities to introduce greater harmonisation of the administrative processes and tasks that support the student journey, and to adapt and develop our services to meet new requirements.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world's leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities to have appeared in the world top 100. We were rated 22nd in the 2019 Times & Sunday Times league table. The University of York has won six Times Higher Education (THE) Awards and five Queen's Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding multiple awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit [www.visityork.org](http://www.visityork.org) for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to [https://jobs.york.ac.uk](https://jobs.york.ac.uk)
- Find this job using reference 7858
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 16 August 2019

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance

Direct any informal queries to laura.hurst@york.ac.uk

If you have any questions about your application, contact the HR Services team:

- recruitment@york.ac.uk
- +44 (0)1904 324835