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| **Job Title** | **Student Records Officer**  |
| **School / Service** | **Academic Registry**  |
| **Grade and Salary Range** | **D** |
| **Location** | **Docklands, Stratford and USS** |
| **Reporting to** | **Student Records Manager** |
| **Responsible for** | **Temporary staff at peak period** |
| **Liaison with** | **Schools, Student Support, Assessment Unit, Financial Services, Planning and other relevant University Administrative** **Departments as required. External agencies such as Student Loans Company and the Partnership Office** |
| **Contract type** | **12 month Fixed Term Contract, fulltime**  |

Build your career, follow your passion, be inspired by our environment of success **#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking 10-year Vision 2028 strategic plan, orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**JOB PURPOSE**

To carry out all necessary administrative duties to support the maintenance of student records, ensuring that the team delivers an effective, timely and customer focused service which maximises the accuracy and quality of student data in support of statutory returns, collection of tuition fee income, strategic planning and student satisfaction.

The post holder will work as part of a multi-disciplinary team to ensure the delivery of a high performance, resilient service which conforms to both institutional and statutory standards. The role holder will be an integral part of the Registry Team placed within Student Records and will be required to work closely with colleagues across the institution to deliver a professional and adaptive service. The post holder will be expected to form strong working relationships with key stakeholders across the University to ensure processes and systems are continuously aligned with business and statutory requirements.

**KEY DUTIES AND RESPONSIBILITIES**

**Student Records:**

* To scrutinise and maintain student records, including financial data for accuracy and quality of historic and current study programme, status and correct fee for the student. Assisting in regular and timely production of exception reports; take responsibility for subsequent correction of data and enhancements to systems and processes.

* To support the Student Record Managers in the coordination of the progression board period. Proactively assisting, engaging, recording, maintaining and validating the student record in line with assessment board decisions.

* To inform Student Loans Company of changes in student study and/or fees, including day-to-day management of the Student Finance England (SFE) database for accuracy of data.

* To support with preparations for statutory funding bodies and SFE returns within given deadlines.

* To support the Student Record Managers with preparations for statutory returns, including but not limited to HESA, TEF and HESES. To work within prescribed policies and procedures, including UEL General Regulations, UEL Fees Policy, Student Loans Company and Home Office (UKVI) regulations.

* To coordinate responses to student/Student Hub/College requests for amendment of the student record, explaining the impact of any such changes and advising on relevant policy, including UEL Regulations, accrediting bodies and those of the Student Loans Company.

* To act as an account manager for a designated College, providing support for and guidance on student records processes and procedures.

* To support maximum effectiveness of existing and future ICT systems and the collection of tuition fee income by regular liaison with, but not limited to, Corporate Systems and Finance Teams.

* To support an efficient process of creating and updating accurate student records, to allow for enrolment of returning students and effective updates of data on records. To review his/her involvement in student records functions and to recommend to the Student Records Manager ways of improving the service offered so that it becomes more responsive and emulates best practice in the sector.

* To assist in delivering appropriate training and briefing sessions for academic and administrative colleagues across the institution on UEL’s student records policies and processes.

**Administrative:**

* To ensure accuracy and timeliness of maintaining enrolment, registration and fee records in our student database, as directed by the Student Record Manager.

* To assist Student Record Managers in Enrolment Centres and other student events.

* To support the work of other Student Registry teams and the Student Hub through cross-working at peak periods and the provision of front-line response to students visiting the Student Hub.

* To assist in the detection and prevention of fraudulent behaviour through the checking of student information, including identity, visa and qualifications documents.

* Coordinate, develop, implement and monitor effective and efficient processes for the handling of student data.

* To support the Student Records Manger in the timely production of management information for service and School consideration.

* To support and engage in the student data journey experience by working proactively with College teams and managers.

**Other:**

* To assume personal responsibility for the completion of his/her specified duties in a professional manner. To engage positively with the training and support provided to perform the role.

* To undertake any such duties commensurate with the grade of the position as may be required by management.

* To work in accordance with all UEL policies, including Equal Opportunity, Health & Safety and Data Protection Policies.

**KNOWLEDGE, SKILLS, AND EXPERIENCE**

**Essential**

* Experience of using information technology including MS Office (including Excel) and databases

* Knowledge and experience of student administration
* Experience of planning, prioritising and organising your own work or resources and proactively working with others to achieve team objectives
* Experience of being supportive and encouraging of others, with a flexible approach to delivering team results
* Experience of working across team boundaries including networking to build and strengthen working relationships and systems
* Experience of exploring and seeking ways to improve and adjust levels and quality of service

**COMPETENCIES REQUIRED**

* Ability to receive, understand and convey complex information that needs careful explanation or interpretation e.g. procedures or regulations
* Excellent attention to detail

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

* A Level or equivalent

**OTHER ESSENTIAL CRITERIA:**

* Willingness to work additional hours at peak periods as necessary to get the job done
* A willingness to accept travel between University sites and occasional travel off-site

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

So, if you’d like to take your career to the next level with us here at the University of East London and are passionate about our environment and commit to success, we want you to apply today!