



JOB DESCRIPTION

Post:	Student Records Officer
Department:	Information Systems
Reporting to:	Student Records Manager
Salary:	£18,841 per annum pro rata
Hours per week:	A minimum of 30 hours per week
Contract Type:	Permanent
Annual Leave:	25 Days
Probation Period:	6 months

Main Purpose of the Role:

The purpose of the role is to support the administrative requirements for Further Education courses working with academic colleagues to ensure all students complete the required administration elements for their courses. The post holder will maintain accurate records and ensure effective communication between students and course tutors (where appropriate), as well as supporting the team in the provision of wider Information Systems services.

Main Duties & Responsibilities:

1. To manage student records and ensure they are accurate and up to date.
2. To input information accurately onto computerised database systems and update as required. Assisting with the preparation of clean ILR returns as part of the monthly cycle, correcting errors identified through validation reporting.
3. To maintain essential paperwork and records required by external agencies, awarding organisations and auditors.
4. To assist in data quality and compliance activities to ensure that information collected complies with best practice, Hartpury policies and external regulatory requirements.
5. To be the primary contact for student detail enquiries and attend such meetings as required, reporting back to Head of IS/Deputy Head of IS any issues
6. To provide an administrative service for student records and be a contact point for general IS enquiries.
7. To archive course and student records when appropriate.
8. To monitor task completion, data quality and compliance indicators within programme areas and highlight any issues to programme managers and to the Student Records Manager and Head of Information Systems when required.
9. To respond to requests for student information from staff and external bodies in accordance with the Data Protection Act.



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10. To provide assistance in the preparation of management reports on student and course data.
11. To support, as required, the wider student journey for short course enrolments including responding to enquiries, processing of applications and the administration of examination and achievement processes.
12. To support, as required, the wider student journey and associated funding records for apprenticeship programmes.

Teaching Posts Only

For all teaching and related posts, the following duties are specified: formal scheduled teaching; tutorials and student assessment; management of learning programmes and curriculum developments; student admissions; educational guidance and counselling; preparation of learning materials and assessments; marking of student work and examinations; management and supervision of student visit programmes; research and other forms of scholarly activity; marketing activities; consultancy; leadership and staff management; administration and personal professional development. Workloads will be determined in line with your timetabled activity.

Other Reasonable Duties

This Job Description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post. In cases, however, where there is a permanent or substantial change in the duties and responsibilities Hartpury reserves the right to amend the job description in consultation with the employee to reflect changes in the duties of the post. This list of duties is not exhaustive and from time to time staff will be asked to undertake any other reasonable tasks in relation to their role.

Safeguarding

Hartpury recognises that it has a statutory and moral duty to ensure that Hartpury safeguards and promotes the welfare of young people and vulnerable adults receiving education and training at Hartpury. It is the responsibility of everyone at Hartpury to protect young people and vulnerable adults and there are procedures in place to minimise risk and ensure appropriate action is taken should abuse be suspected.

You are responsible for familiarising yourself with the Child Protection & Safeguarding Policy and Procedures, the Code of Professional Conduct, the Guidelines on Professional Boundaries and Keeping Children Safe in Education and adhering to these regulations in the workplace. A copy of these Policies and Procedures can be found on the staff intranet.

Equality, Diversity and Inclusivity

It is the responsibility of the post holder to promote equality, diversity and inclusivity across Hartpury. The post holder will undertake their duties in accordance with Hartpury's policies relating to equality and diversity.



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Hartpury is committed towards promoting positive mental health by working towards the MINDFUL EMPLOYER Charter. Hartpury aims to create a culture of support within the workplace where employees can talk about mental health problems without the fear of stigma or discrimination.

Health and Safety

The post holder will be required to promote health, safety and wellbeing throughout Hartpury. They will also be required to undertake their full duties and responsibilities in accordance with Hartpury's Health and Safety Policies and Procedures.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How Assessed (AF / IV / Other)
Qualifications/Training			
General qualification at Level 3 or above	✓		
IT qualification at Level 3 or above		✓	AF
Knowledge Experience/Key Skills			
Experience of Microsoft Word and Excel including advanced functions	✓		AF/IV
Strong office administration and organizational skills	✓		AF/IV
Knowledge of general FE or HE administration processes		✓	AF/IV
Ability to prioritise tasks and project work efficiently and to manage multiple projects	✓		AF/IV
Experience of reviewing processes and suggesting solutions to problems or new ways of achieving greater efficiency	✓		AF/IV
Experience of working directly with students		✓	AF/IV
Self-motivated and flexible	✓		AF/IV
Excellent written and verbal communication skills	✓		AF/IV
Committed to the goals of Hartpury	✓		AF/IV
Behavioural Competencies			
Excellence With enthusiasm, we work to deliver a high-quality service to meet personal, organisational student and customer expectations. We pursue a 'can-do' attitude in all of the work we deliver ensuring it meets the needs of all current and potential students and customers.	✓		AF/IV
Champion Change With enthusiasm we seek to continually	✓		AF/IV



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improve and are always receptive to new ideas. We display agility and promote change as an opportunity to apply new skills and foster a learning environment.			
Responsibility We take ownership of our work and use our initiative to deliver. We are accountable for our own performance and development, and we take responsibility for our actions and decisions.	✓		AF/IV
Working Together We work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners.	✓		AF/IV
Trust and Respect We are aware of our impact on others and our use of resources. We value openness and listen carefully to understand the views of others. We promote the values of diversity.	✓		AF/IV

Where aspects of the person specification are shown as 'desirable' it is understood that the knowledge, skills or experience required could be achieved through relevant training which Hartpury is committed to provide. In decisions on selection, however, preference will be given to those candidates who can already demonstrate competence in areas specified.

In addition to the candidate's ability to perform the duties of the post, the selection process will also explore issues relating to safeguarding and promoting the welfare of young people and vulnerable adults. The candidates will also be tested with regard to their openness to diversity.

This post is subject to Hartpury obtaining medical clearance, DBS clearance, and evidence to show eligibility to work in the UK and employment references satisfactory to Hartpury.