

**UNIVERSITY OF LINCOLN
JOB DESCRIPTION**

JOB TITLE	Student Administration Officer				
DEPARTMENT	Student Administration				
LOCATION	Brayford Pool				
JOB NUMBER	SA9187	GRADE	4	DATE	November 2017
REPORTS TO	TBC – dependant on area of work				

CONTEXT

Student Administration provides expert administrative support and professional advice to the University in relation to academic administration, in addition to arranging key student-facing events. This includes the recruitment of students, student admissions, enrolment, the establishment and maintenance of the student record, including the assessment of students and the conferment of awards and graduation. Student Administration staff work closely with other areas of the University, including College Offices, Finance and the Student Support Centre, in providing a student focused service that is responsive to a changing higher education environment.

JOB PURPOSE

The Student Administration Officer will work in an administrative team in a College focussed administrative team in order to implement the systems and processes required to deliver an effective undergraduate and postgraduate administration service, ensuring that best practice is followed at all times, in addition to delivering Student Administration events, enhancing the student experience.

KEY RESPONSIBILITIES

Student record

Support the processing of all admissions decisions for undergraduate and postgraduate applications (offers, rejections and withdrawals).

Ensure that valid offers are made by referring to the University's agreed criteria for each course and recording all such decisions on the University's student management system, within the specified University and UCAS deadlines.

Ensure all rejections are recorded and, where necessary, scrutinised.

Assist in the Confirmation and Clearing process between UCAS, the University and other external bodies.

Assist with the operation of day-to-day activities of the Student Administration Office, in relation to a designated College/School, including the pre and post-admission, assessment and tuition fee record, and the payment of scholarships and bursaries.

Work with academic schools and external partners to ensure that the Student Record is maintained to the highest degree of accuracy.

Support the maintenance of accurate student records using house-keeping reports.

Be aware of key deadlines and provide early warning of any potential points of failure.

Assist with the resolution of queries received from Schools, Colleges or the Student Support Centre in relation to the student record.

Student Administration Events

Support the delivery of Student Administration events, including

- Confirmation
- Clearing
- Enrolment
- Formal Examinations
- Board of Examiners
- Progression
- Graduation

Board of Examiners

Support assessment board processes, including the entry of marks and associated data into the central computerised records system, providing a point of contact for queries within the school.

Use specialist knowledge to process student results and the classification of awards, checking outcomes and manually updating student assessment records where required.

Carry out post-examination board processing of student results, using the student management system where appropriate, in order that these can be made available electronically to students.

Produce University certificates, transcripts, and any other student documents, adhering strictly

to the guidelines and deadlines set down within the department

Key contacts

Provide advice and guidance on course options to applicants and potential applicants verbally and in writing. Deal with all internal and external queries concerning the progress and status of an application. Work closely with school administrators, internal departments, academic staff and associate partner colleges to ensure the effective 'conversion' of all prospective students.

Represent Student Administration at Open Days

Provide post-admissions advice and guidance to students and staff in relation to the Student Record.

Develop strong links with school administrators and Partner Institutions in order to ensure that queries surrounding individual student records are handled in an efficient and timely manner.

Regulations and Policies

Maintain a thorough knowledge of relevant University regulations and policies in relation to the Student Record, to include (but not exhaustive):

- Admissions Policy
- Admissions processes
- Entry Requirements
- Fees register
- University General Regulations
- Assessment Regulations (including specific programme variations)

General

Contribute to the continuous development and improvement of service provision, and subsequently the student experience, ensuring the high quality of service provision is kept under review and making the Senior Administration/Principal Officer and/or Student Administration Manager aware of any 'on the ground' issues or innovative ideas.

Maintain confidentiality in respect of all areas of the job responsibilities and to be aware of current University policy in the Data Protection Act 1998.

Comply with the University Health and Safety and Equality and Diversity policies in undertaking the job of Student Administration Officer, and observe the University requirements relevant to the duties of the post.

Undertake any other duties as directed by the line manager of his/her superiors within the Student Administration, commensurate with the level of the post, including (but not exhaustive):

- Extenuating circumstances
- Student Loans attendance and registration
- Bursary and Scholarship payments
- HiLo enquiries
- International and Partnership developments

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and dimensions of the role

An experienced team member, the post holder will largely manage their own time and determine priorities in order to achieve the required output. The post holder will apply knowledge and judgement to determine the best approach from a number of identifiable solutions in order to resolve problems. This will include using their knowledge of assessment regulations and processes to deal with routine queries and problems on a daily basis without reference to the line manager.

Student Administration will continue to review structures and business processes to ensure that the University's strategic objectives are being met. The post holder will be involved in these discussions, as appropriate.

The post holder will be required to work flexibly during peak work periods. All post holders will, as the need arises, and as determined by the University Registrar, be required to provide temporary assistance in other areas of Student Administration. This is most likely to occur during times of peak activity/workload, but will also apply in relation to cover for staff absences. Post holders will be consulted in advance wherever possible, but flexibility with regard to service delivery is essential. Staff development activities will facilitate the development of skills to enable cross-departmental working.

The nature of the work may require some duties to be performed in the evenings/and or weekends.

The post holder also works as part of a team, providing mutual support during peak periods and ensuring that an effective service is provided as all times.

Key working relationships/networks

Internal	External
Line manager Administrative staff within College Offices and Student Administration Administrators from other areas of Student Affairs Academic staff within the University Student wellbeing International Office Student Support Centre Students Office of Quality and Standards Secretariat Finance Department Estates Department	Study Group staff Partner College staff External Examiners/Professional associations Applicants Parents Visitors to the University Alumni and Former Students Suppliers of goods and services Student Finance England Student Loans Company UCAS Schools and Colleges UKISA UKNaric

**UNIVERSITY OF LINCOLN
PERSON SPECIFICATION**

JOB TITLE	Student Administration Officer	JOB NUMBER	SA9187
------------------	--------------------------------	-------------------	--------

Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
A' level qualifications or equivalent experience.	E	A
Administrative experience within an HE or similar environment.	E	A
Experience of using data systems as an integral part of work.	D	A
Experience:		
Competent in a range of IT software, including Word and Excel.	E	A/I
Skills and Knowledge:		
Effective administration skills, with the ability to organise own workload in order to meet tight deadlines.	E	A/I/R
Effective communication skills, both oral and written, with the ability to collate and present information to others.	E	A/I/R
Competencies and Personal Attributes:		
Ability to command the respect of colleagues, with a professional approach to work.	E	A/I
An effective team member.	E	A/I
A demonstrable commitment to providing a customer-orientated service and enhancing the 'student' experience.	E	A/I
Proactive and able to use initiative.	E	A/I/R
Business Requirements		
Flexible hours to accommodate occasional evening or weekend working.	E	A

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Author	AJ	HRBP	NH
---------------	----	-------------	----