

JOB DESCRIPTION



UNIVERSITY OF
LINCOLN

JOB TITLE: Graduation Ceremonies Officer

DEPARTMENT: Student Administration

LOCATION: Brayford

POST NUMBER: AR4036M

GRADE: 4

DATE: November 2011

Context

Student Administration provides expert administrative support and professional advice to the University in relation to academic administration. This includes the recruitment of students, and the establishment and maintenance of the student record, including the assessment of students, conferment of awards and assisting in the organisation of Graduation Ceremonies. Student Administration staff work closely with other areas of the University, including Faculty Offices and the Student Support Centre, in providing a student focused service that is responsive to a changing higher education environment.

Job Purpose

To support and put into effect agreed University policies, procedures and processes in order to ensure the smooth running of the University's bi-annual graduation ceremonies. To ensure that only students entitled to an award are invited to the Graduation Ceremonies.

Key Responsibilities

1. Preparation for the Graduation Ceremonies

- To prepare and analyse data from the central student records system, to be used by the Faculty Officers when confirming the eligibility of students to graduate at each ceremony.
- Assist the Graduation SAO in producing statistical data of previous Graduation Ceremonies in order to calculate the configuration of future ceremonies.
- To work closely with the Graduation SAO in ensuring that eligible candidates are invited to the appropriate graduation ceremony
- Take responsibility of the student registration records and consolidate the information requested from eligible students, received hard copy or electronically via the Portal, into a single database.
- To maintain up-to-date information on Graduation related databases and spreadsheets of eligible students and their details including using the central records system to retrieve students' results.
- Liaise with Marketing Information Recruitment Offices and Academic Officers to produce lists of student prize winners for each Faculty for inclusion in the appropriate brochures
- To work closely with the Graduation SAO, liaising with the Events Team and external suppliers to ensure that graduation materials are produced in a timely manner and delivery is received by agreed deadlines.

- Assist in designing invitations, tickets, promotional posters and other printed materials for Graduation
- Support the Graduation SAO by proof-reading draft brochures to ensure that all students due to receive awards are included in the appropriate brochure and that Graduands full name, course title and classification are all accurately listed.
- To work closely with the Graduation SAO in making detailed arrangement for the administration of each ceremony. Assisting with production of seating plans, preparation of the tickets for each Graduand, calculation of the number of extra tickets available for each ceremony and checking receipt of on-line payments
- Assist the Graduation SAO in liaising with the online services team when necessary to ensure that the appropriate information is on the Graduation Portal pages and public websites and to deal with queries relating to the sites
- Responsible for keeping a record of any individual student and/or guest seating requirements and making the appropriate arrangements
- To work with the Finance department to ensure that eligible students attending graduation do not have any outstanding academic fees
- Ensure that all students who have registered to attend graduation who have outstanding academic fees are informed that they are not eligible to attend the ceremony
- Assist with the production of University certificates, transcripts, and any other student documents, adhering strictly to the guidelines and deadlines set down within the department
- To assist the Graduation SAO in ensuring that the award certificates are collated correctly for each graduation ceremony.

2. Provide advice and ongoing quality of service

- To act as the main day-to-day contact point for enquiries from staff and students relating to graduation ceremonies
- Ensure students are kept informed of developments and deadlines relating to Graduation including registration, gowning and extra tickets
- Responsible for setting a calendar for the Graduation Working Group, fulfilling an officer role to the meetings and producing the minutes in a timely manner.

At Graduation

- Responsible for ensuring that an accessible and effective Registration & Enquiries service is provided for each ceremony
- To work closely with the Graduation SAO in ensuring that the Registration & Enquiries desk is appropriately staffed before, during and after each ceremony
- Responsible for the briefing of ushers based at the Registration & Enquiries desk during the Graduation ceremonies
- Responsible for the collation of guest tickets and drink vouchers for each ceremony and the distribution of tickets on the day of the ceremony
- To make independent decisions with reference to the Registration & Enquiries desk, where appropriate, and ensure any queries received on the day are resolved including amendments to certificates and requests for extra tickets
- To work closely with the Events team to manage any queries including health and safety, lost property and supplier issues

After Graduation

- To support the Graduation SAO in ensuring that any remaining certificates are sent to students in a timely manner
- Ensure that data used at each set of graduation ceremonies is appropriately filed and archived

Student Examinations

- Provide support in the preparation of examination papers prior to the examinations period, including the provision of various materials for examinations
- Assist with the operation of University examinations as required.

Student Experience

- Contribute to the continuous improvement of the student experience in relation to:
 - delivery of efficient and smooth running graduation ceremonies
 - development of the online payment system for extra tickets
 - development of graduation related processes

Work as part of wider Student Administration

- To maintain a good working relationship with other divisions within Student Administration and enable a mutual understanding and support
- Participate in all Student Administration events and activities including student enrolment, student data registration and billing as and when required
- Responsible for the logging of extenuating circumstances claims on the Portal
- Support the Student Records & Assessment team process FE student enrolment/registration information, meeting the specified deadlines
- Assist with the FE Awarding Body registration

Other Duties

- Maintaining confidentiality in respect of all areas of responsibility and having an awareness of current University Data Protection Policy
- Complying with the University's health and safety and equality and diversity policies in the undertaking of the job responsibilities, and to observe other University requirements relevant to the duties of the post
- Undertake any staff development deemed necessary for the effective performance of duties assigned to the post
- Undertake any other duties as directed by the line manager or his/her superiors within Student Administration, commensurate with the level of the post.

SCOPE AND DIMENSIONS OF THE ROLE

An experienced administrator, the post holder will follow standard University guidelines and procedures, but is expected to work on their own initiative and prioritise their work load to meet tight University and external deadlines. The post holder is also expected to use their judgement and knowledge of Graduation and Student Administration procedures and processes to deal with queries and problems on a daily basis without reference to the line manager. The post holder may also have some responsibility for planning and prioritising the work of others.

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 discussions, as appropriate.

The post holder will be required to work flexibly during peak work periods and, as the need arises, be required to provide temporary assistance in other areas within Student Administration. The post holder 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

KEY WORKING RELATIONSHIPS

INTERNAL:	EXTERNAL:
Graduation SAO	Partner Colleges
Director of Student Affairs	Students and Relatives
Pro-Vice Chancellor – University Development	Printers
Events Team	Cathedral
Academic Staff	
Faculty Officers	
Finance	
DART	
Switchboard	
Student Services	
Marketing and Recruitment Officers	
Student Union	

PERSON SPECIFICATION

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<u>Selection Criteria</u>	Essential (E) or Desirable (D)	Where Evidenced Application (A), Interview (I), Presentation (P); References (R)
Qualifications: Educated to A level standard or equivalent experience	E	A
Experience: Administrative experience within an HE or similar environment Experience of using data systems as an integral part of work Experience of organising large events	E E D	A, I A, I A,
Skills and Knowledge: Effective communication skills, both oral and written, with the ability to collate and present information to others Competent in a range of IT, including Word, Excel, and Outlook Effective administrative skills, including the ability to organise and prioritise own workload in order to meet tight deadlines, whilst maintaining a high degree of accuracy Ability to demonstrate effectiveness and creative problem solving skills An understanding of the provisions of the Data Protection Act 1988 and of the requirement to apply confidentiality	E E E E E	A, I A, I A, I A, I A, I
Competencies & Personal Attributes: A demonstrable commitment to providing a customer-orientated service and enhancing the 'student' experience Ability to make independent decisions in a stressful situation Professional and diplomatic approach to work Flexible and effective team member Proactive and able to use initiative	E E E E E	I A, I I I A, I
Business Requirements: Flexible in working hours – to accommodate occasional late night and weekend working	E	I

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.