FALMOUTH UNIVERSITY

JOB DESCRIPTION

Job title: Senior Student Programmes & Achievement Officer

Grade: This post has been evaluated at Grade 5

Responsible to: Head of Student Programmes & Achievement

Responsible for: Student Programmes & Achievement deputising for the Head of
Student Programmes & Achievement

Date: October 2014

Job purpose

To support the effective operation of the University's systems for the collection, storage, processing and analysis of student data and information relating student programmes and achievement, from module enrolment through to progression, awards and graduation, and within this remit provide the highest quality professional services to students, staff, and external stakeholders.

The post holder will work closely with the Head of Student Programmes & Achievement and the Head of Student Systems Development to plan, deliver and maintain significant developments in the University's student information systems and business processes, and ensure that they effectively support the needs of students, staff and other stakeholders.

The post holder will deputise for the Head of Student Programmes & Achievement as required. He/she will lead on projects within the ambit of Student Programmes & Achievement; have responsibility for staff development and mentoring within the team; ensure understanding and effective documentation of business processes; and play a key role in ensuring effective collaboration between the Student Administration teams.

Health and safety at Falmouth University

The University takes health and safety matters very seriously. All staff have a responsibility to take reasonable care for the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with the University's arrangements for health and safety. Staff with responsibility for others must ensure the proper enactment of University policy within their areas in line with levels of responsibility set out in the University's Health and Safety Policy.

Main duties and responsibilities

1. Provide professional management and administrative support for business processes within the ambit of Student Programmes & Achievement. This includes (but is not limited to):

    *   Foundation level programme support
    *   Module set up and maintenance
    *   Module assessment management, including definition of due dates and receipting
    *   Administration of extenuating circumstances, adjusted submission dates and special arrangements ('reasonable adjustments')
    *   Management of progression and awards
    *   Assessment Board preparation and minuting
    *   Official certificates
    *   Graduation

2. Deputise for the Head of Student Programmes & Achievement, as required.

3. Serve as senior business user and project manager on projects and initiatives within the remit of Student Programmes & Achievement, for example:

    *   Assessment deadline setting and receipting
    *   Extenuating circumstances management
    *   Data quality auditing and improvement
    *   Conversion of business processes to web workflows

4. Lead on user acceptance testing, user access controls and parameter management for those parts of the student systems within the ambit of Student Programmes & Achievement.

5. Lead on mentoring and staff development within the Student Programmes & Achievement team.

6. Play a key role in supporting ensuring effective collaboration between the Student Administration teams.

7. The post holder will provide professional administrative and operational support to ensure the effective and efficient operation and development of systems and processes relating to the University's student information system. This will include:

    *   Understanding the operation of the system
    *   Applying policies and related procedures governing the system
    *   Administering systems and procedures for maintaining the quality, accuracy and robustness of student data and information
    *   Applying procedures for regularly checking the quality of data and information
    *   Proposing and contributing to enhancements to the system

8. Understand and facilitate management and operational reporting requirements in relation to the work of the Student Programmes & Achievement team, and ensure the production and circulation of relevant, accurate and timely data.

9. Act in an advisory capacity on systems and processes.

10. Provide guidance on policies, regulations and procedures to staff and students where appropriate.

11. Foster good and consistent assessment management practices across the University.

12. Act as Committee Secretary to designated committee (including as Registrar's Representative at Assessment Boards); generate agendas and other papers, collate and dispatch papers, attend meetings as Committee Secretary, record and produce minutes; take forward action in agreement with the Chair, follow-up and feedback to Chair; act in an advisory capacity to committees providing professional input and range of options to committee.

13. Engage in creative thinking, research and knowledge of new media, new technology and developments to enable a dynamic, professional and informed service.

14. Collaborate effectively with the other Student Administration teams, and with Student Services, Departments and their administrators, other professional services and the academic body.

15. Provide support for official functions e.g. Graduation.

16. Participate in institutional initiatives, working parties and committees.

17. Attend training courses as identified and agreed for appropriate development. Demonstrate continuous specialist development by acquiring relevant skills and competencies.

18. Engage with professional expert networks within and outside the University.

19. Document business processes within the remit of Student Programmes & Achievement to provide business continuity.

General duties and responsibilities

1. To work within and actively support the equality and diversity policies and practices of Falmouth University.

2. To notify a more senior member of staff of any errors or concerns at the earliest opportunity.

3. To participate in the annual Performance Development Review process.

4. To ensure that the university's cross-cutting themes of partnership, equality and diversity and sustainability inform all activity related to the role.

5. To ensure communications systems and practices support effective management arrangements and promote good relations with staff and students.

6. To work within a framework of effective governance, ensuring compliance with relevant regulations, legislation/policies and procedures.

7. To be responsible for your own continuing self-development.

8. To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the University's business without altering the nature or level of responsibility involved.

9. **Health & safety requirements**

   In relation to health and safety, you are responsible for ensuring that:

   - You comply with safe systems of work in operation within your work area.

   - You work co-operatively with other staff who have responsibility for health and safety requirements.

   - You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.

   - You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).

   - You may be required to undertake duties as a first aider (for which a separate allowance is paid).

PERSON SPECIFICATION

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Attributes	Essential requirements	Desirable requirements
Education and qualifications	Foundation degree / HND or equivalent education / experience	Undergraduate Degree Management qualification Project Management qualification AUA Postgraduate Certificate ECDL or equivalent qualification
Experience and knowledge	Solution orientated, committed to providing a high level of customer service with a proven ability to use your own initiative Significant proven administrative experience, including minute taking and report writing as well as effective use of systems and processes Sound knowledge of, and experience in, a Higher Education environment IT literate including proficient user of Microsoft packages: Word, Excel, Powerpoint and Outlook Experience of initiating and completing projects demonstrated through the use of project management techniques Project leadership – as senior business user or project manager	An understanding of current developments in assessment policy and procedures within Higher Education Drafting policy and procedures and experience of committee servicing Experience with SITS:Vision and e:Vision and/or an equivalent student information system Experience with Sharepoint Experience of mentoring and staff development

Skills and personal requirements	Excellent oral and written communication skills with the ability to receive, understand and convey information in a clear and accurate manner, using tact and diplomacy where required	
	Excellent general administrative and organisational skills.	
	Analytical skills, including the ability to evaluate and synthesise information in reports	
	Ability to use initiative and creativity to resolve problems	
	Ability to coach and mentor team members and provide constructive feedback	
	Good interpersonal and team working skills, enabling effective working with colleagues and external contacts	
	Commitment to maintaining high standards of service provision	
	Commitment to maintaining high standards of customer service within a busy working environment	
	Ability to prioritise a busy workload and to work effectively to deadlines, under pressure, without direct supervision	
	A thorough approach to work and attention to detail,	
	A good understanding of confidentiality, data protection and safe record keeping	
	A willingness to undertake further training	