Role Profile

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Student Administration Officer</th>
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<tbody>
<tr>
<td>Level / Grade:</td>
<td>Level 1B</td>
</tr>
<tr>
<td>Salary range:</td>
<td>£27,000 - £34,000 per annum (subject to job evaluation)</td>
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<tr>
<td>Responsible to:</td>
<td>Director of Student Affairs initially</td>
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<tr>
<td>Responsible for:</td>
<td>Student Administration Assistants as required</td>
</tr>
<tr>
<td>Contract Type: e.g. Permanent, Fixed term, Term-time, Casual:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Hours per week / FTE:</td>
<td>37.5 hours per week (1.0FTE)</td>
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</table>

Job Purpose:
- To be a key member of the student administration team operating and administering a wide range of applicant, student and academic-related processes, supporting the student lifecycle end-to-end.
- To be responsible for admissions, fees/funding, accommodation and academic administration policies and processes at UA92, ensuring a professional and customer orientated frontline service is delivered to all applicants and students.
- To work closely with a wide range of academic and professional service staff at UA92 and develop and maintain productive working relationships with the Lancaster University Admissions and Registry teams.

Main Duties and Responsibilities:

Admissions
- Respond efficiently to questions from prospective students.
- Review applications from Home / EU and overseas students and make offer decisions based on agreed selection criteria, on behalf of UA92.
- Plan, manage and implement efficient and effective processes for offer decision making, verification and confirmation of the final outcome, in accordance with agreed targets and selection criteria.
• Work in partnership and hold regular meetings with Academic, Recruitment and Student Support staff in order to:
  o ensure availability of information for all recruitment and conversion activities;
  o review applications;
  o understand academic requirements, course portfolios and trends in the growth;
  o establish and adjust decision criteria for courses.
• Provide advice and guidance to academic staff on entry requirements, fee status, academic standing of other institutions of HE and award equivalence and on English language and other regulatory requirements.
• Co-ordinate the adjustment and clearing process for undergraduate applicants ensuring the delivery of a high quality applicant focused service.
• Produce regular reports for key stakeholder groups demonstrating performance against UA92 targets and identify and monitor trends relating to recruitment and conversion.

Fees and Funding
• Provide advice and guidance to applicants and students in relation to fees, funding, scholarships and bursaries.
• Ensure that data relating to student tuition fees and courses is accurately maintained in the Student Records System and within the Student Finance England portal.
• Provide support and advice regarding the allocation of internal bursaries / scholarships / studentships in conjunction with other staff and external bodies, where appropriate.
• Keep up to date on debt information and ensure students and relevant stakeholders are informed at graduation, debt review and re-registration.

Accommodation
• Provide help and advice to applicants and students on all accommodation related enquiries.
• In liaison with providers of student accommodation:
  o Deal with all aspects of administration and allocation of rooms in student accommodation for UA92 students;
  o Ensure residents’ understanding of and compliance with residence terms and conditions
  o Respond to tenancy issues throughout the students stay in student accommodation;
  Observe assistance with more complex complaints, where necessary.
• Provide assistance with the production and analysis of application and allocation statistics for student accommodation and demand statistics for private rented accommodation.
• Ensure that residential information is accurately recorded on the student records system.

Academic Administration
• Provide advice, guidance and administrative support for student lifecycle functions, as required, including:
  o Registration / Re-registration;
  o Enrolment;
  o Student records management;
  o Programme administration;
  o Assessment and progression;
  o Attendance Monitoring;
  o Retention;
  o Progression and Award Boards;
  o Changes of circumstances;

Role profile last updated: 7th August 2018
Programme development and enhancement;
Timetable administration;
Supporting staff-student liaison;
Module and programme monitoring and enhancement;
- Advise academic staff on regulations, processes and procedures.
- Actively participate in and support recruitment and conversion activities / other events eg. Applicant Visit Days, Open Days, promotional activities, induction events and programmes and graduation, as required.

**Supervising others**
- Manage/supervise other team members either on an ongoing or temporary basis, as required.

**General Duties and responsibilities:**
- Champion the UA92 brand and foster a culture of innovation, growth, shared responsibility and individual accountability always putting provision of an excellent student experience in primary focus.
- Be a pro-active, effective and supportive team member.
- Maintain a cost-conscious and efficient approach when undertaking all aspects of the role in order to manage resources effectively, optimise performance and contribute to the future success of UA92.
- Comply with national legislation and local policy in respect of confidentiality, information governance and security, Freedom of Information and Data Protection.
- Contribute to a safe learning and work environment ensuring awareness of individual responsibilities and compliance with Health and Safety and Safeguarding policies and procedures at all times.
- Participate in objective/target setting and review/appraisal of your own performance to inform personal development aligned to the role and progression/remuneration decisions.
- Participate in mandatory and other training and development opportunities supporting a culture of continuous professional, personal and team development.
- Promote equality of opportunity and diversity for students and staff ensuring an inclusive and supportive learning and work environment.
- Demonstrate flexibility and undertake any other duties commensurate with the grade and level of responsibility for which the post holder has the necessary experience and/or training.

This job description is intended as a general guide to the duties attached to the post. It may therefore be altered from time to time, in consultation with the role holder, to reflect the changing needs of UA92.
## Person Profile
### Student Administration Officer

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<thead>
<tr>
<th>Criteria</th>
<th>Essential / Desirable</th>
<th>Method of Assessment*</th>
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<tbody>
<tr>
<td><strong>Qualifications</strong></td>
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<tr>
<td>Educated to degree level or equivalent professional qualification or relevant work experience.</td>
<td>Essential</td>
<td>Application Form / Certificate</td>
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<tr>
<td>Five GCSE’s at Grade C or above or equivalent (including Maths and English)</td>
<td>Essential</td>
<td>Application Form / Certificate</td>
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<tr>
<td>NASMA accreditation or willingness to obtain this.</td>
<td>Desirable</td>
<td>Application Form / Interview</td>
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<tr>
<td><strong>Knowledge and Experience</strong></td>
<td></td>
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<tr>
<td>Experience of working within the Higher Education or Further Education sector.</td>
<td>Essential</td>
<td>Application Form / Interview</td>
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<tr>
<td>Experience of working with admissions within the HE sector, with knowledge of UCAS admissions processes.</td>
<td>Essential</td>
<td>Application Form / Interview</td>
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<tr>
<td>Experience of working within:</td>
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<tr>
<td>• Student Finance England / Student Loans Company</td>
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<tr>
<td>• Administration of student accommodation</td>
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<tr>
<td>• Housing sector</td>
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<tr>
<td>Knowledge / understanding (or ability to develop this) of:</td>
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<tr>
<td>• UK’s Immigration Rules relating to students</td>
<td>Essential</td>
<td>Application Form / Interview</td>
</tr>
<tr>
<td>• UK’s regulations relating to fee status assessment</td>
<td></td>
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<tr>
<td>• Housing Law</td>
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<td></td>
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<tr>
<td>• Health and Safety regulations</td>
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<tr>
<td>Experience of providing advice on complex rules, procedures and regulations</td>
<td>Essential</td>
<td>Application Form / Interview</td>
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<tr>
<td>Experience of drafting policies, procedures, reports and guidance documents.</td>
<td>Essential</td>
<td>Application Form / Interview</td>
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<tr>
<td>Experience of managing/co-ordinating complex relationships and dealing with multi-cultural issues.</td>
<td>Essential</td>
<td>Application Form / Interview</td>
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<tr>
<td>Experience of data inputting and of interrogating databases, systems and information in order to produce information and reports</td>
<td>Essential</td>
<td>Application Form / Interview</td>
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<tr>
<td><strong>Skills and Abilities</strong></td>
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Role profile last updated: 7th August 2018
Excellent project management skills with the ability to plan, organise, prioritise and manage a heavy / complex caseload | Essential | Interview
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Ability to multi task and use own initiative to solve problems/make decisions with a minimum level of supervision | Essential | Interview
Excellent written communication and report writing skills with the ability to adapt style to meet the needs of the audience | Essential | Application form / interview
Strong verbal communication, interpersonal and relationship management skills including the ability to interact successfully with a wide range of people, both face-to-face and on the phone | Essential | Interview
Excellent presentation skills with the ability to deliver training on a one-to-one or group basis, as required. | Essential | Application Form / Interview
Advanced IT skills including the use of a variety of Microsoft Office applications including Microsoft Word, Outlook, Excel, PowerPoint, | Essential | Application Form / Interview
High degree of accuracy and strong attention to detail. | Essential | Application Form / Interview

**Personal Values / Behaviours**

A clear passion for and a desire to provide an outstanding student / customer experience | Essential | Application form / Interview
A commitment to equality and diversity and the safeguarding and wellbeing of young people, vulnerable adults, children and staff | Essential | Interview
A strong and resilient team player with drive, determination and a natural desire to work collaboratively and flexibly | Essential | Application form / Interview
A high level of integrity with a personal style that inspires trust and confidence | Essential | Interview
Innovative, creative, resourceful, with a commitment to continuous improvement | Essential | Interview
Enthusiastic and self-motivated with a commitment to continuous professional development | Essential | Interview
A willingness to work flexibly including evenings and weekends and to travel to meet the needs of the role, as required | Essential | Interview

*Application Form* – assessed against the curriculum vitae and supporting letter. Normally used to evaluate factual evidence eg award of a qualification, level of experience, skill or ability and scored, as appropriate for shortlisting purposes.

*Certificate* – copy of qualification certificate is required as proof of attainment upon appointment.

*Interview* – assessed and scored during the interview process via competency based interview questions, assessment test(s), presentation as appropriate.

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