



Job Description & Person Specification

Post title: Academic Registry Data and Process Officer	Post No: XXXXX
School or Department: Academic Registry	Date created: July 2022
Grade: G	Hours per week: 37
Fixed term end date (if applicable): 31 July 2024	
Other requirements of the role:	
Immediate line manager: Head of Student Records and Immigration Compliance	
Title & Grade of posts line managed by postholder: N/A	

Job purpose: To develop Academic Registry process and deliver specific projects to further the use and efficiency of Academic Registry systems, events and processes and ensure effective data quality management across all associated systems.

Principal duties and responsibilities: The role will encompass all of the following, but the balance of duties and responsibilities will be determined in discussion with the post holder's line manager:

Principal Duties

1. Review and develop Academic Registry process and procedure in line with Student Record system developments to ensure data quality and efficiency.
2. Develop Higher Education Achievement Report processes and progress improvements to improve data quality, increase engagement and access to all students.
3. Review and develop Points Based Immigration process and procedure to ensure compliance with UKVI guidance.
4. Manage Banner data integrity reporting and mapping this to developments with the Student Record system and associated processes.
5. Support the quality assurance process and internal and external audit activities
6. To proactively produce management information as required to ensure high data quality levels and inform changes required to policy.
7. To be responsible for the development of user guides, handbooks, policy documents and procedural guides.
8. To provide high quality customer support to students using the helpdesks; monitoring support levels and ensuring timely responses to telephone and email enquiries.

9. To undertake and support, as required, projects in the department or university level under the direction and with consultation with the Academic Registry management team
10. To work with other staff in Academic Registry providing flexible support as required, particularly at Enrolment, Examinations and Graduation.
11. To undertake any other work as prescribed by the Registrar in relation to the development and fulfilment of the university's mission, contributing to the development of the Academic Registry and working on specific projects as required

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N.B. The post-holder may be required to undertake any other duties which may reasonably be required as within the nature of the duties and responsibilities of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

Personal Attributes

Attributes	Essential	Desirable
Knowledge	Current knowledge of the Banner Student System Current knowledge of developments in higher education in the UK	Knowledge of the Higher Education Achievement report
Skills	Excellent analytical and problem solving skills. Excellent interpersonal skills and an ability to communicate and influence effectively to both small and large groups. Strong practical experience of a variety of PC-based business software packages including use of the following MS Office products in a business environment: Word, Excel, Powerpoint, Access and Outlook. Strong data report-writing skills The ability to produce and present policy and procedure documentation	
Experience	Strong experience of directly developing, documenting and implementing new processes Strong experience of negotiating with a broad array of stakeholders Experience of delivering, or supporting, project work Experience monitoring compliance of processes Experience in writing high level policy documents Previous, relevant office experience.	Preferably higher education or equivalent large scale corporation. Experience of using report writing software

	<p>Experience of operating to strict deadlines</p> <p>Experience in the manipulation of data to inform reporting and provide management information.</p>	
Qualifications	Demonstrable intellectual rigour shown by either degree level qualification and/or experience at an appropriate level	

Competencies	
Essential Competencies	Desirable Competencies
<p>Organisation and delivery – Level 3 Takes account of organisational priorities to ensure that operational and strategic plans are being implemented and achieved.</p> <p>Team Working – Level 3 Leads aspects of team work, seeking and implementing improvements to the team’s outputs/service and developing colleagues within the team. Challenges colleagues.</p> <p>Communicating and influencing – Level 3 Communicates information effectively to a wide range of diverse stakeholders, influencing events. Networks internally to keep ahead of developments.</p> <p>Making informed decisions – Level 3 Uses a wide range of complex data to take controlled risks to achieve greater gain. Uses trends and data to establish controls and performance indicators.</p>	N/A

[N.B All competencies should be drawn from the NTU Competency Framework which can be found [here](#)]

Job Description and Person Specification created by (post title): Head of Student Records and Immigration Compliance
