Registry Team Leader (Data Quality and Training) – Academic Registry – Grade F

Job Description

Purpose

To be responsible for operating processes and other activities to oversee and improve the quality and timeliness of course, module and student data held on corporate student IT systems.

To support the design and delivery of user support and training of the University student record system (Banner) and other associated databases.

Oversee the operation of University's data integrity schedule, ensuring that student records are accurately maintained and robust, in accordance with external statutory requirements and the University's Academic Regulations.

Duties

1. To develop and maintain strong productive working relationships with all stakeholders at different levels, through positive and consistent communication, allowing full awareness of ongoing activities, changes to process, and upcoming deadlines.

2. To be involved in the implementation and operation of processes and protocols throughout the academic year for checking and resolving the quality of student-related data held on the Student Record System and other related IT systems, including the definition and running of data quality reports.

3. Contribute to the design and maintenance of standard operating procedures relevant to student records, including the development and delivery of training materials and user guides for data processors and other users of the Banner Student Record system.

4. To supervise the work of designated professional service staff in the division to ensure high quality standards and services are delivered, using clear communication strategies. This will include staff induction and ongoing appraisal, monitoring of staff performance, leave requests, absence monitoring and return to work meetings.

5. Support line manager in the enhancement and maintenance of specified banner functionality for the efficient and refined operation of the Student Record System.

6. Create and maintain both course and module records in the University's Student Records System, ensuring that the interfaces between the course and module

approval processes and other University services provide validated, comprehensive and accurate information and that all updates are made.

7. To work in partnership with colleagues in LIS to improve the deployment and development of the Student Records System to improve the quality of student data. Undertake user testing of enhancements / solutions as appropriate by contributing to test plans and actively participating in User Acceptance Testing; analyse and resolve data quality issues, making recommendations for changes to process and improvement of IT and business systems.

8. To act as an institution-wide operational contact for the Student Record System to troubleshoot system performance issues, escalating as appropriate, working in liaison with LIS.

9. Support operation of the user access policy for the Student Record System in partnership with LIS to ensure appropriate levels of access are provided to staff, including those at other campuses or at partner institutions as applicable

10. To be aware of all external statutory compliance (including Professional Bodies) is understood and adhered to by all staff and that accurate reporting is delivered on time, translating to appropriate operational functions.

11. Oversee and assist with activities relating to student enrolment, registration, progression and student fees as required, including data entry and validation into IT systems, running data quality reports and analysis, liaising with internal stakeholders and institutional partners.

12. Undertake preliminary investigations into data to compile responses to requests made under the Freedom of Information Act or Data Protection Act.

13. Contribute to the design and development of standard operating procedures and guidance documentation for student record processes to ensure consistency of application and improve the quality of student data; support the development of user guides, video clips, podcasts etc to support training materials, ensuring currency and reflection of definitive processes and external requirements.

14. Supporting the Student Record Training Manager in developing training plans and an annual schedule of training, to ensure staff have the necessary knowledge and skills to ensure the data on the student record system complies with both internal and external requirements

15. To contribute to continual process to review and redesign processes and service delivery. Working with other registry staff, measure performance against agreed KPIs and integrate those measures into day-to-day operations applying a 'lessons learned' and continuous improvement approach.

16. To participate in meetings, workshops, task groups and initiatives, as required. Taking responsibility for completing assigned tasks and cascading information, ensuring relevant stakeholders are kept regularly informed of current operating procedures and deadlines.

17. To keep informed of the changes in the sector and the impact of national level policy and legislative changes to regulations on data protection and freedom of information, including an understanding of the current requirements relevant to Academic Registry functions as defined by HESA/Jisc and the OfS and Undertake and engage with personal and professional development activities that are appropriate to enhance performance and expertise.

18. An ability to work flexibly is essential to ensure the University can achieve its objectives and aspirations. The post holder may be expected to undertake other duties as appropriate to the role and grade as requested by the manager to meet business needs.   On occasion weekend/evening work may be required

19. With regards to the nature of your role and its impact upon our students, make an active contribution to and support the improvement of the student experience.

20. Undertake other relevant duties and responsibilities appropriate to the grade of the post.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Significant recent experience as an administrator in a higher education or similar environment. (Application/Interview).

- Demonstrable experience in establishing effective new administrative systems and operating procedures which are efficient and user-friendly. (Application/Interview).

- Demonstrable experience of managing, organising and motivating staff to complete tasks, including performance management, appraisal and recruitment of staff. (Application/Interview).

- A high degree of knowledge of student record administration in Higher Education, including a technical awareness of student record systems and how they support business processes. (Application/Interview).

- Experience of organising, updating and maintaining computerised record systems and checking data integrity. (Application/Interview).

- Undergraduate Degree (or equivalent experiential learning) (Application/Interview).

- Evidence of successful persuading, negotiating and influencing skills with a track record of sustaining strong internal relationships. (Application/Interview).

- Demonstrable evidence of providing high level customer service provision within a professional environment. (Application/Interview).

- Demonstrable evidence of both strong written and verbal communication skills to present information clearly and succinctly in a variety of formats. (Application/Interview).

- Evidence of analytical and complex problem-solving skills, and the ability to quickly assimilate complex information to provide expert opinion, with the confidence to take decisions and act to resolve situations. (Application/Interview).

- Excellent IT Skills in particular Excel and Word with a demonstrable proficiency in using databases or a records system to record and extract information to produce and analyse reports. (Application/Interview).

- Ability to identify new opportunities and develop creative and innovative solutions to current challenges as well as reflecting on effectiveness of operational processes, refine, redesign and attribute KPIs as part of continuous improvement. (Application/Interview).

- Ability to work collaboratively with all key stakeholders and colleagues. (Application/Interview).

- An awareness of confidentiality, GDPR and matters of IT security. (Application/Interview).

- A demonstrable commitment to service excellence and continuous service improvement. (Application/Interview).

- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience using the University business process improvement methodology and/or reviewing University-wide processes. (Application/Interview).

- Good understanding of the University regulations and procedures and external returns. (Application/Interview)
- Experience in the development of IT-enabled processes. (Application/Interview