

JOB DESCRIPTION

General Details	
Job title:	Course and Student Data Administrator
Subject area:	Student Administration
Base location:	Wembley
Area of the Institution:	Registry
Contract type:	Permanent
FTE:	1
Band:	5
Salary:	£26,809.50 – £29,790.30
Date prepared:	May 2025
People Relationships	
Reporting to:	Student Administration Manager
Responsible for:	N/A

Job Purpose
<p>The Student Administration Department is key to ensuring the maintenance and smooth running of course and student administrative processes that underpin the successful delivery of academic programmes to the Institution's student community.</p> <p>The post holder will utilise their knowledge and expertise as a key member of the team responsible for the day-to-day delivery of this core service, ensuring the highest standards are consistently upheld across all campuses.</p>
Main activities
<p>Areas of operational responsibility include but are not limited to those outlined below:</p> <ol style="list-style-type: none"> 1. Work collaboratively with Student Administration colleagues to deliver the Departments first point of contact / front-line enquiry and advice service. Ensuring that: <ul style="list-style-type: none"> • all enquiries are prioritised appropriately and responded to in a supportive, inclusive and professional manner and in-line with departmental policy and processes • all enquiry communication, inboxes and / or other appropriate notes are accurately entered onto the Institution student records management system 2. Provide a student-facing/customer service role in the physical departmental spaces including, when necessary, dealing with sensitive, confidential and personal student-related matters by signposting and referring appropriately to relevant information sources and specialist services

3. Support the day to day provision of the Department's comprehensive, high quality and flexible services, including but not limited to:
- Acting proactively to provide support, within the remit of the Department, to enhance the student and /or staff experience
 - Maintaining student data, records and other information in accordance with regulatory requirements. Including but not limited to data and records related to:
 - Student personal information
 - Enrolment and re-enrolment
 - Assessment, assessment submissions/non-submissions, results
 - Attendance and Engagement
 - Change of circumstance data (e.g. transfers, withdrawals, interruptions)
 - Extenuation
 - Academic misconduct
 - Awards and certificates
 - Administering the Examinations and Assessments board processes. Including but not limited to:
 - Preparing and communicating the exam and invigilation schedules
 - Preparing, printing and distributing exam documentation
 - Collating, distributing and recording exam papers
 - Invigilating
 - Preparing Assessment Board documentation
 - Attending and contributing to Assessment Boards
 - Information collection, organisation/processing and distribution in line with procedural guidelines, policies and timelines. Including but not limited to:
 - information both to and from validating partners
 - information on referrals, non-submissions, registers and on-line hub engagements
 - information on module options, module scheduling and module feedback
 - Supporting Student Engagement and Achievement activities and initiatives. Including but not limited to supporting:
 - At Risk processes
 - Student Engagement process
 - Learning Support and Assessment Adjustments
 - Promoting sources of advice, guidance and support to students linked to key points in the academic cycle
 - Maintaining and updating the Department's areas, including curriculum set-up, within key institution IT platforms e.g. Online Hub, student records system (EBS), Virtual Learning Environment (Moodle), Intranet
 - Meeting, committees, working groups and assessment boards servicing as required by the Student Administration Manager
 - General departmental administration as required to ensure the smooth delivery of departmental and academic services

4. Build strong collaborative relationships with key internal and external stakeholders paying particular attention to Academic Staff, the Institution's Student Community and validating partner/s colleagues
5. Contribute to the development and delivery of strategic projects in support of the Departments and Institution's strategic aims with a particular focus on initiatives to enhance the services provided by / overseen by the Department
6. Support as required the delivery of Departmental milestone activities/events e.g. Open days, outreach events, enrolment, inductions, library and study skills workshops and drop-ins
7. To undertake appropriate staff development and professional training in line with the business objectives of UCFB
8. To work within the policies of Health and Safety and Diversity, Equality and Inclusion
9. To work flexibly and responsibly and undertake any other duties relevant to the level of the post
10. The role requires flexibility to travel across multiple campus sites as and when necessary to fulfil operational and departmental requirements.

Key Stakeholder Relationships

Internal:

- Director of Student and Academic Services
- Head of Student Administration
- Student Administration Manager
- Senior Course & Student Data Administrator
- Dean of Academic areas (cross campus)
- IT Teams and Facilities
- Other UCFB academic and professional services colleagues at all levels (cross campus)
- Students (cross campus)

External:

- Validating Partner/s
- Colleagues working in Course and Student Administration across the wider HE sector
- OfS and other external agencies including the OIA
- Professional, Statutory and Regulatory Bodies (as appropriate to the remit of the Student Administration Department)

Person Specification			
HEI: UCFB		Location: Wembley	
Department: Student Administration		Responsible to: Student Administration Manager	
REQUIREMENTS	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT*
1. Qualifications & Training	First degree (honours) or equivalent experience	Relevant additional professional qualifications Membership or Fellowship of relevant professional associations (e.g. AHEP, CMI, ILM)	1,2,4
2. Previous Work Experience	Knowledge and demonstrable experience of the day to day service delivery within a Customer Service and/or Data Administration type service Experience of working within a fast paced and high pressure team environment	Experience working in Student or Academic facing administration in a Higher Education setting Knowledge and experience of academic timetabling Understanding of the issues and challenges facing small, specialist Institutions and Higher Education providers Knowledge and understanding of the QAA Quality Code and how it informs the work of the Registry Experience of using student administrative systems, preferably Tribal EBS and /or Tribal SITS systems	1,2,4
3. Specific Knowledge/ Skills/ Abilities Required	Well-developed interpersonal skills including high levels of competency linked to: <ul style="list-style-type: none"> effective communication and articulation empathy and openness team working and collaboration Well-developed skills associated with: <ul style="list-style-type: none"> problem identification, 	Ability to create documentation / presentations / online information etc. in an engaging and audience appropriate formats	1,2,3,4, 5 (via probation period)

	<p>articulation and resolution</p> <ul style="list-style-type: none"> • use of judgement in complex situations • critical and innovative thinking • attention to detail <p>Well-developed data entry / analysis skills</p> <p>Well-developed IT skills which must encompass the:</p> <ul style="list-style-type: none"> • full MS Office suite • ability to quickly adapt to using new systems and software 		
4. Motivation/Attitude	<p>Professional approach to work</p> <p>Reliable</p> <p>Organisational Skills</p> <p>Flexibility</p> <p>Excellent interpersonal skills</p>		2, 5 (via probation period)
5. UCFB/Values	<p>Fair play for all</p> <p>One team united around sports education</p> <p>Bringing your best game</p>		2, 5 (via probation period)
*1=Application Form; 2=Interview; 3=Test/Presentation; 4=Documentary Evidence; 5=Other			