

## JOB DESCRIPTION

General Details	
Job title:	Senior Course and Student Data Administrator
Subject area:	Student Administration
Base location:	Wembley
Area of the Institution:	Registry
Contract type:	Permanent
FTE:	1
Band:	6
Salary:	£28,245.30 – £35,148.36
Date prepared:	May 2025
People Relationships	
Reporting to:	Student Administration Manager
Responsible for:	N/A

Job Purpose
<p>The Senior Course and Data Administrator will support the effective delivery of key student administration services across the full academic cycle for all campuses.</p> <p>Working closely with the Student Administration Manager, this role will lead on operational tasks, ensure compliance with institutional and regulatory requirements, and contribute to the development of high-quality processes that enhance the student and staff experience.</p>
Main activities
<ol style="list-style-type: none"> <li>Oversee and contribute to the day-to-day delivery of course and student data administration &amp; timetabling system officer services, including but not limited to: <ul style="list-style-type: none"> <li>Ensuring accurate management and maintenance of course and student records in accordance with regulatory requirements</li> <li>Support and assist with front-line enquiry and advisory services, ensuring all enquires are prioritised and addressed professionally in alignment with department policies.</li> <li>Academic timetabling and scheduling, including updates and issue resolution.</li> <li>Organisation of examinations, assessments boards and results processing.</li> <li>Supporting enrolment, induction, and graduation activities.</li> </ul> </li> <li>Act as the first point of contact for staff and student queries related to course and data administration, resolving issues promptly.</li> <li>Supporting Student Engagement and Achievement activities and initiatives. Including but not limited to supporting: At Risk and Student Engagement processes, and Assessment Adjustments</li> </ol>

4. Promoting sources of advice, guidance and support to students linked to key points in the academic cycle
5. Oversee the coordination, enhancement, and maintenance of the department's areas within key institutional IT platforms, such as the Online Hub, student records system, Virtual Learning Environment, and the intranet.
6. Conduct regular quality audits and “health checks” of student data and processes.
7. Identify risks to service delivery, propose mitigation strategies, and escalate significant issues to the Student Administration Manager.
8. Collaborate with colleagues to review and refine policies, procedures, and workflows, ensuring efficiency and alignment with institutional priorities.
9. Build strong collaborative relationships with internal stakeholders (e.g., academic staff, IT, quality assurance) and external partners.
10. Acting on behalf of the Student Administration Manager when required.
11. Deliver targeted training and updates to staff and students on processes, systems, and services related to course and data administration.
12. 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 & Academic Services
- Head of Student Administration
- Student Administration Manager
- Course & Student Data Administrators
- Deans 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			
<b>HEI:</b> UCFB		<b>Location:</b> Wembley (some travel between sites expected)	
<b>Department:</b> Student Administration		<b>Responsible to:</b> Student Administration Manager	
REQUIREMENTS	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT*
<b>1. Qualifications &amp; Training</b>	<p>First degree (honours) or equivalent experience in a relevant field</p> <p>Evidence of commitment to HE orientated professional development</p>	<p>Relevant postgraduate or professional qualification</p> <p>Membership or Fellowship of relevant professional associations (e.g. AHEP, CMI, ILM)</p>	1, 2 & 4
<b>2. Previous Work Experience</b>	<p>Experience in higher education administration, particularly in course and data management.</p> <p>Strong proficiency in student records systems and IT platforms (Such as Moodle, EBS).</p> <p>Excellent organisational skills, with the ability to manage multiple priorities and meet deadlines.</p> <p>Strong interpersonal and communication skills, with the ability to collaborate across teams and resolve complex issues.</p> <p>Knowledge of regulatory requirements, including Data Protection and external reporting obligations.</p>	<p>Understanding of relevant operational principles, systems and processes across a broad based HE Registry service</p> <p>Knowledge and experience of academic timetabling (ideally gained within an HE environment)</p> <p>Excellent knowledge of the sector in which UCFB operates, employer expectations and a solid understanding of the demographic of the student population</p> <p>Experience of using student information systems such as Tribal EBS and / or Tribal SITS</p>	1, 2 & 4
<b>3. Specific Knowledge/ Skills/ Abilities Required</b>	<p>Well-developed and robust interpersonal skills including high levels of competency linked to:</p> <ul style="list-style-type: none"> <li>• effective communication and articulation</li> <li>• empathy and openness</li> <li>• team working and collaboration</li> </ul>	<p>Well-developed and demonstrable ability to create documentation / presentations etc. in an engaging and audience appropriate formats</p>	1, 2, 3, 4 & 5 (via probation period)

	<p>Well-developed and demonstrable levels of skill associated with:</p> <ul style="list-style-type: none"> <li>• problem identification, articulation and resolution</li> <li>• use of judgement in complex situations</li> <li>• critical and innovative thinking</li> <li>• attention to detail</li> </ul> <p>Excellent IT skills which must encompass the:</p> <ul style="list-style-type: none"> <li>• full MS Office suite</li> <li>• ability to quickly adapt to using new systems and software</li> </ul> <p>Excellent Data Analysis and Reporting skills</p>		
<b>4. Motivation/Attitude</b>	<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)
<b>5. UCFB/Values</b>	<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)
<b>*1=Application Form; 2=Interview; 3=Test/Presentation; 4=Documentary Evidence; 5=Other</b>			