Job Title: Student Records Funding/Data Officer
Department: University Central Administration Team – Student Records Office

Location: Manchester St James’s

Contract: Hybrid Full Time, Permanent

**Reporting to:** Senior Student Records and Funding Officer

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**Role Purpose:**

The Student Records Funding/Data Officer role is a Hybrid role which includes to a varying degree assisting in the following areas:

* Assisting the Head of Student Record Quality & Graduation & Senior Student Records Officer in maintaining student’s records from the point of registration to conferment of award and assisting with resolution of student queries.
* Supporting the Student Records Data Quality Manager and the Records Compliance and Funding Manager with ensuring the Student Record system is up to date and is a true reflection of the current student population and to report and analyse the data in relation to the Student Record.
* Assisting with the reporting of attendance and registration data confirmed to the Student Loans Company (SLC) and NHS Bursary team; including registration confirmations, attendance confirmations, and change of circumstances returns.

The Student Records Funding/Data Officer will also work closely with student advisers, personal tutors, and other internal stakeholders to assist in the resolution of student queries/record/data upkeep and quality.

**Key duties will include (but are not limited to):**

**Student Loans Company**

* Responsible for the reporting of attendance and registration data confirmed to the Student Loans Company including registration confirmations, attendance confirmations and change of circumstances returns.
* Responsible for the maintenance and management of the data held on the Student Loans Company Portal to facilitate student funding applications.
* Responsible for queries relating to Student Loans Company administration.
* Maintaining a detailed knowledge and awareness of Student Loans Company policies and systems.
* Working closely with departments and schools; ensuring support, information, advice and guidance on SLC process and procedure; including preparing briefing documents and running briefing sessions.

**NHS Bursary**

* Responsible to confirm attendance of students on BSc Nursing programmes
* Communicating any changes to the NHS Bursary Team

**Maintaining the Student Record**

* Monitoring and processing changes to the student record from staff, faculty and other departments within the University.
* Maintaining an accurate, central record of information relating to students including personal details, attendance, identification and qualifications documentation, correspondence etc and any changes to registration details.

**Attendance and Progress**

* The accurate monitoring, management and reporting of interruptions of study, transfers, suspensions and withdrawals.
* The monitoring and reporting of student attendance to the relevant Deans of School and Directors of Programmes and external bodies, including the UKVI, BSB, Student Loans Company etc.
* The re-registering of students progressing from one year/section of their course to another.
* The monitoring of student module choices and the creation of student groups on the Student Records Database.

**Reporting**

* Reporting on student data including registration, organisational membership, student cohort make-up, progression etc to Heads of Departments, senior management, HESA, Student Loans Company, UKVI and professional bodies.
* Creating and developing basic reports, using appropriate end user tools.
* SOX compliance.
* The development of reports in conjunction with the Management Information Officer.

**Data**

* Assisting with quality checks and reporting of status changes.
* Assisting with conducting regular reviews to identify and report on students who have Timed Out, not returned from an interruption of studies, exemptions, Visa trackers, and Schools teams trackers.
* Assisting with Academic withdrawal and completions process reporting and processing.
* Assist with updating records with Stay on Action’s
* Assist with data quality checks and reporting in relation to Admission, Registration, Exemptions and APL.
* Assist with the roll out of student communication process in relation to IOS return and Non-Engaged.
* Assist with running reports and analysis of data
* Assist with HESA/ DATA Futures and other regulatory returns as and when required
* Assist with ensuring international student data is accurate and up to date.
* Assist with data subject access requests.

**Other Duties and Responsibilities**

* To assist with setting up and maintenance of the new student information system.
* Responding to online student queries using our Case Management System.
* Managing programme specific variations to standard processes.
* Complying with GDPR and ensuring that all new systems are reported to the Data Protection Controller.
* Proactively and independently developing a detailed knowledge of BPP’s regulatory framework, programmes and courses.
* Undertake any other reasonable duties as required commensurate with the grade of the position.

**Skills, Knowledge, Qualifications Required:**

* Knowledge of the Higher Education Sector
* Knowledge of Student Loans Company Procedures and Services.
* Administrative experience, preferably in the education sector
* Advanced knowledge of Microsoft Outlook, Word, Excel and Power BI
* Problem-solving skills
* Strong organisational skills with the ability to successfully multi-task
* Ability to work effectively under pressure
* Proactive, with the ability to work within a team
* Self-motivated with an ability to thrive under pressure
* Customer-focused with the ability to communicate at all levels with internal and external stakeholders
* Knowledge of Banner or a similar student information system
* Experience of working with a recognised Student Records Database
* Experience of working with/adapting to change

**This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned.**