

Job Description

Job Title:	Registry & Admissions Officer		
Department:	Student Records	Location:	Fort William, Thurso or Stornoway
Grade:	NSUP15-18 £28,453 - £29,753		
Report To:	Student Records Manager		

Job Purpose:

Reporting to the Student Records Manager, the Registry and Admission Officer is part of the student records team who ensure the accurate and timely data input and maintenance of student records data from admission to certification.

Context

This post plays an important role in ensuring that the college complies with student administration standards. This post will require liaison with colleagues across the student experience department as well as performance and planning, curriculum, finance, examinations, UHI executive office and others as required.

The post holder will have access to confidential and sensitive information and will therefore be required to maintain this confidentiality and is expected to be able to deal with sensitive matters appropriately using sound judgement.

The role requires an ability to engage and communicate well with people at all levels, strong organisational skills and to be able to motivate and drive our quality enhancement agenda.

Post holders may take a lead on one or more areas of responsibility as required and may have geographical responsibility for students based in their area.

Key Accountabilities

Duties and responsibilities

The following duties and responsibilities are intended to give a broad indication of the variety of tasks the post holder may be asked to undertake. It should be noted that a job description is not an exhaustive list of activities, and staff may be asked to carry out other duties commensurate with the level of the post. The job description may also be amended to take account of changed circumstances, and staff will be consulted when this is necessary.

- Ensure the admissions system is set up correctly for academic staff to access relevant documentation
- Accurate recording of applications through the student records system ensuring relevant documentation is received from the applicant; coordinating the interview and selection process; processing decisions in a timely manner; monitor and meet UCAS deadlines; liaise with appropriate staff

- Working with UHI Admissions on accurate recording of International student processes
- Networked admissions for UHI where required
- Working as part of a team create and maintain enrolment records as required and support students with face to face and on-line enrolment throughout the year
- Responsibility for returning all candidate information from SITS to SQA, investigating and resolving any associated errors or issues
- Support accurate exam resulting and related processes
- Support the student records manager in producing accurate FES returns and other data returns
- Accurately record and process enrolments, registers, module and unit entries, results and all other associated data ensuring compliance with college and external body's procedures and requirements relating to the handling of data
- Following enrolment attach all students to their relevant units
- Check awarding body frameworks to ensure students are on the correct units to achieve their award
- Maintain attendance registers for all classes/courses ensuring registers are correctly updated with new additions and withdrawals.
- Support the progression and exam board function by producing relevant reports, taking notes, and agreeing results in the student records system
- Liaise with partnership organisations on the enrolment process and ensuring these students meet the college requirements
- Ensure accurate course set up on SITS, as approved by the NWH quality process
- Respond to student and staff queries
- Produce registry and admissions reports as required
- Deliver training and support in registry and admissions processes to lecturers and professional services staff as required
- Representing NWH at registry and admissions meetings and regional events as required
- Provide cover for other members of the student records team as required
- Support the Graduation events across UHI North, West and Hebrides
- Any other duties commensurate with the post.

Terms and Conditions

This post is governed by Support Staff terms and conditions, which are subject to collective bargaining processes.

General

- Proactively contribute to own personal development and supporting the wider sustainability of UHI North, West and Hebrides;
- Contribute to UHI's climate, biodiversity, and sustainability goals, including net-zero by 2040;
- Ensure consistency and equality at all times and proactively engage in UHI North, West and Hebrides values of trust, integrity and excellence.
- Ensure the health and safety of self and others and compliance with safeguarding, data protection requirements and all college policies;
- Work collaboratively with colleagues to ensure a whole college focus and approach

Appendix: Personal Attributes Framework Leadership – Providing direction, inspiration and encouragement to others

- Acts with confidence guiding the activities of colleagues, students and/or visitors
- Demonstrates a positive attitude to new ways of working and when faced with difficult situations
- Understands importance of having a strong sense of purpose and common goal
- Understands how own role contributes towards meeting organisational goals
- Takes responsibility and is accountable for own actions
- Is able to objectively assess own strengths and limitations
- Delivers a friendly and professional service to learners, customers and staff
- Reflects positively on feedback and responds proactively
- Ensures colleagues and line managers are kept informed of activities
- Listens effectively and shows empathy to others' needs and feelings

Teamworking/Communication – Working with others in a constructive and supportive way to achieve goals and manage change.

- Gives guidance and support to colleagues when it is needed.
- Asks for and accepts help when needed.
- Readily shares information, knowledge and expertise within own teams and across teams.
- Establishes effective working relationships inside and outside the college.
- Is polite, tolerant and patient, treating all with dignity and respect.
- Helps others to learn through encouragement and feedback.
- Works collaboratively with team and other functions to achieve a successful outcome.
- Listens to and respects others' views and opinions.

Performance – Managing performance of teams across the college and creating development opportunities

- Seeks ways to improve own learning and self-development
- Takes responsibility for managing own time and area of work.
- Seeks clarity when uncertain about information/instruction.
- Prioritises workload and is able to deal with changing requirements.
- Takes personal responsibility to ensure continuous professional development of skills and knowledge.
- Seeks and analyses feedback and takes positive action.
- Keeps customers updated on progress
- Aims to deliver agreed targets to timescale
- Manages customer expectations diplomatically and tactfully

- Pursues service excellence in line with college vision, commitments and standards
- Takes responsibility for following through on customer enquiries
- Supports and promotes a customer focused culture.

Person Specification

Criteria	Essential	Desirable
Qualifications	• SCQF level 7 qualification (or equivalent) in an appropriate area	• Undergraduate degree
Experience	• Experience of electronic record systems • Experience of working in a professional office environment • Experience of working as part of a team • Experience of extracting and presenting information from reports	• Experience of working in an academic environment • Experience of using UHI student record system (SITS) and reports • Experience of delivering training sessions to staff
Knowledge & Skills	• Excellent customer service • Ability to communicate effectively within the team and across college departments • Excellent organisational skills • Evidence of recent CPD activity • Excellent IT and administrative skills and adaptable to a wide range of computer systems	• Knowledge of UCAS, application and enrolment processes within an academic institution
Personal Qualities*	• Possess excellent attention to detail • The ability to multitask and prioritise where necessary • Enjoys a challenging workload • Will work well in a geographically dispersed team • Good at problem solving and is solution focussed • Excellent timekeeper • Positive work attitude • Confidentiality • Ability to act as ambassador for the College in high level external contexts • Also: see personal attributes framework	• The ability to thrive on change

Other	• Commitment and ability to undertake and/or continue professional development in a relevant discipline • Clean driving licence • Be willing to work flexible hours when necessary to meet requirements of the post • Be willing to regularly travel on College business, between centres, UHI and within Scotland • Satisfy appropriate Disclosure Scotland checks	
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*Please note that the personal qualities, whilst desirable, will not be considered when shortlisting in line with the essential criteria for the role.

KEY TERMS AND CONDITIONS OF EMPLOYMENT

Hours of Work	This post is for 35 hours per week but you may be required to work additional hours to meet service requirements. The normal full-time working week is one of 35 hours.
Duration	This a full-time, permanent post.
Salary	The salary for this post is on Support Scale Point 15-18, (£28,453 - £29,753 per annum) pro-rata, plus Islands Allowance is based at Stornoway
Holidays	33 days in a full year plus 12 public/general holidays, pro-rata for part-time workers.
Location	The position will be based primarily at our Fort William, Thurso or Stornoway Campus, but you may be required to work in any campus of UHI North, West and Hebrides.
Pension	You will be contractually enrolled into the Local Government Superannuation Scheme. Further details are available upon appointment.
References/ Medical Assessment/ PVG Check	For external candidates' appointment will be subject to references and a PVG check, which will be taken up after an offer has been made.

UHI North, West and Hebrides, an equal opportunities employer, is a registered charity which exists to provide Further and Higher education.

