UHI | NORTH, WEST AND HEBRIDES
A TUATH, AN IAR IS INNSE GALL

JOB DESCRIPTION

Job Title:	Student Records Manager	Approved By:	F Hamilton
Report To:	Head of Student Experience	Date:	August 2025
Grade:	NSUP 34-37	Location:	Preferably Fort William, Stornoway or Thurso campus

Purpose

The Student Records Manager will lead the student records team and provide hands-on operational delivery of a high quality student records service across UHI North, West and Hebrides. They will support and work closely with the Head of Student Experience. The postholder is responsible for the operational line management of registry, admissions and the CELCAT timetabling team, ensuring compliance with internal and external regulatory requirements. The postholder manages a geographically dispersed team, fostering collaboration and consistency across multiple campuses to deliver an excellent student experience.

Context

The role requires close collaboration within the student experience department and across UHI North, West and Hebrides, engaging with curriculum teams, curriculum managers, students, and the quality and exams team.

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

The post holder will have access to confidential and sensitive information and must maintain strict confidentiality at all times, exercising sound judgement when dealing with sensitive matters.

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.

Team Leadership and Management
- Set the direction for the team and provide effective line and performance management to the student records team

- Promote a unified and collaborative working environment across dispersed campuses to ensure consistent service and delivery.

- Support staff development through coaching, mentoring and CPD opportunities

Operational Delivery
- Ensure operational plans are in place, monitored and reviewed against objectives

- Ensure student record systems are effectively maintained and updated, including the implementation of new functionalities as required

- Ensure compliance with UHI Regulations, Scottish Funding Council (SFC) guidance, SQA, Skills Development Scotland (SDS) and other external agency requirements while keeping student records staff informed and up to date with any changes

- Working with the student records team, lead the development and implementation of efficient processes for admissions, registry and CELCAT timetabling

- Ensure the CELCAT timetabling system is effectively used to manage staff, student, and course timetables, including room bookings and non-teaching events.

- Complete paperwork for various external agencies including UHI student records, SQA, SFC, SDS as required

- Take an active role in supporting the delivery and day-to-day operation of service level agreements with partner organisations, ensuring expectations are met and issues are addressed promptly.

- Play a key role in SFC FES Credit returns; SQA returns and MCMC (SDS) returns

- Take an active role in supporting UHI North, West and Hebrides graduation ceremonies

Data Management and Reporting
- Ensure the accuracy and integrity of student data across all systems

- Working with the Student Experience Data Officer, provide timely and relevant data reports for senior management strategic planning and decision making

- Oversee the generation of CELCAT reports on teaching hours, room usage and attendance completion.

Stakeholder Engagement
- Act as the key liaison with internal departments and external bodies

- Provide expert advice and guidance on registry, admissions and CELCAT timetabling processes to staff and stakeholders

- Represent the college at regional and national forums related to student records as required

Service Enhancement
- Drive continuous improvement within student records, identifying opportunities for innovation and efficiency.

- Support the delivery of effective internal progression boards

- Ensure a student-centred approach in all aspects of service delivery

- Other duties commensurate with the grade of this post.

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

Personal Attributes Framework First Line Managers/Cross-college Managers/Team-Leaders/Supervisors - Leads a team and/or a specialist function

- Provides a sense of direction for the team, helping them to understand their role and value to the college and UHI.
- Understands what motivates others and adapts own style as appropriate.
- Provides support and guidance when required.
- Guides the performance and development of others through empowerment and delegation.
- Mentors, and coaches staff.
- Delegates tasks that challenge or enhance personal awareness in others.
- Motivates others to achieve and overcome obstacles

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

- Gives constructive feedback to others
- Holds regular team meetings to discuss progress against objectives and overall performance.
- Seeks and promotes opportunities for collaborative working
- Ensures that staff are fully aware of their responsibilities and have the relevant training and knowledge to enable them to carry out their work effectively.
- Clearly articulates the vision and keeps the focus on change and inspires others to deliver service improvements.
- Gains commitment from others by consulting and involving them
- Is open to discuss/explore change.

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

- Provides ongoing constructive performance feedback.
- Encourages team members to review their strengths and development needs   in line with their role and the personal skills.
- Constructively challenges unacceptable behaviour
- Objectively assesses job knowledge and challenges areas of under-performance
- Agrees performance objectives and service priorities.
- Scopes, plans and manages projects/ resources to deliver to time, quality and   cost.

- Sets self and others stretching goals, standards and targets where these will help to improve service.
- Acknowledges, recognises and rewards excellent service.
- Establishes a positive learning environment for staff and students.
- Leading on team self-evaluation and planning for continuous improvement and enhancement.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Qualifications	• a relevant academic or professional qualification at SCQF level 9 or above	
Experience	• Experience of leading and managing teams • Experience of working within a student records team in a further or higher education environment • Experience in implementing and maintaining student records systems • Experience in ensuring compliance with regulatory bodies • Experience in producing and analysing data reports to support operational delivery	• Experience of leading and managing a large team across multiple locations • Experience in managing student records within a further or higher education environment. • Experience of SFC FES returns • Experience of using SITS Vision: Student Information System • Experience in managing service level agreements and liaising with external partners.
Knowledge & Skills	• In-depth understanding of student records management, including admissions processes, and academic timetabling. • Knowledge of relevant regulatory frameworks and reporting requirements (eg SFC, SQA) • Understanding of data protection, data integrity, and quality assurance principles in an educational context. • Strong leadership and team-building skills, with the ability to motivate and develop staff • Excellent organisational skills with the ability to manage competing priorities • High level of accuracy and attention to detail in data management and reporting • Strong interpersonal and communication skills, with the ability to engage effectively with internal and external stakeholders • Digitally fluency: demonstrates a strong understanding and ability to effectively use a range of digital tools and technologies including Excel, MS Teams and SharePoint	• Familiarity with the structure and operations of a multi-campus or partnership-based education institution. • Creative and innovative with the ability to think outside of the box.

Personal Qualities	• Demonstrates a positive, approachable, and professional manner in all interactions • Adaptable and responsive to changing priorities and deadlines • Proactive and self-driven, with a strong sense of initiative • Collaborative team player who contributes effectively to shared goals • Composed and resilient under pressure, with a mature and thoughtful approach • Maintains a high level of discretion and respects the confidentiality of sensitive information	
Other	• Clean driving licence • Evidence of recent CPD activity • Be willing to work flexible hours when necessary to meet requirements of the post • Be willing to regularly travel on college business, between UHI NWH centres, as required • Commitment to support the achievement of UHI's Sustainability Policy and Strategy 2023-30 objectives and to the strategic aims of UHI North, West and Hebrides	

UHI | NORTH, WEST AND HEBRIDES A TUATH, AN IAR IS INNSE GALL

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	NSUP 34-37 £42,522 - £44,600 plus Islands allowance if applicable
Holidays	33 days in a full year plus 12 public/general holidays, pro-rata for part-time workers.
Location	Preferably Fort William, Stornoway or Thurso campus
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.

disability confident EMPLOYER