

Job Description

Job Title:	Registry and Admissions Administrator		
Department:	Student Records	Location:	Thurso, Fort William or Stornoway
Grade:	NSUP 9-12		
Report To:	Student Records Manager		

Purpose

Reporting to the student records manager, the registry and admissions administrator is part of the student records team who provide a professional and high-quality administrative service within the student records team.

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.

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.

- Provide a professional and high-quality administrative service within student records
- Support registry and admission officers to ensure accurate data input to our student records systems
- Use UHI reporting tools to produce various reports including statistics when required and to support the operations of student records
- Provide advice and support to enquirers, applicants and existing students from application to enrolment including monitoring and responding to emails
- Working as part of a team create and maintain enrolment records
- Provide effective, GDPR compliant filing, archival and retrieval systems for student data
- Support finance colleagues in resolving unpaid fees and student debtors
- Processing and monitoring of student PVG applications ensuring students provide the correct documentation, and liaising and updating relevant curriculum staff
- Download appropriate SQA reports for monitoring student achievement and progression
- Administration of bespoke courses which may require communication with external providers

- 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 level and responsibility of this 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	A minimum qualification of SCQF Level 6 in an appropriate area.	HNC in an appropriate area
Experience	- Previous experience of working in a professional office environment - Experience of electronic record systems - Experience of working as part of a team - Experience of using Microsoft Excel in an office environment	- Experience of working in an academic environment - Experience of using student record systems
Knowledge & Skills	- Excellent administrative skills and adaptable to a wide range of computer systems - High standard of digital literacy and accuracy - Attention to detail - Excellent customer service and communication skills - Good organisation skills - Evidence of recent CPD activity	Knowledge of SITS, UHI Student Records and UHI Reporting systems.
Personal Qualities	- The ability to multitask and prioritise where necessary - Enjoys a challenging workload - The ability to work in a busy environment - Will work well in a geographically dispersed team - Good at problem solving - Excellent timekeeper - Positive work attitude - Confidentiality	The ability to thrive on change
Other	- Be willing to work flexible hours when necessary to meet requirements of the post - Be willing to travel on College business, between UHI North, West and Hebrides campuses, if required - Commitment to support the achievement of UHI's Sustainability Policy and Strategy 2023-30 objectives	Clean driving licence

*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 9-12, (£25,875 - £27,431 per annum), plus Islands Allowance if based at Stornoway.
Holidays	33 days in a full year plus 12 public/general holidays, pro-rata for part-time workers.
Location	The position is based at one of our Registry and Admissions offices in Fort William, Stornoway or Thurso.
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.

