

JOB DESCRIPTION

Job title:	Student Records & Achievement Officer
Grade:	This post has been evaluated at Grade 4
Responsible to:	Senior Student Records & Achievement Officer or Student Records & Achievement Manager
Date:	September 2025

Job purpose

Contribute to the effective operation of the University's systems for the collection, storage, processing, reporting and analysis of student data and information relating to the 'student journey' from course enrolment through to graduation, and within this remit provide the highest quality professional services to students, staff, and external stakeholders.

The post holder will be expected to carry out the full range of duties associated with Student Records & Achievement, demonstrating flexibility and competence across all core responsibilities. There is scope to develop individual specialisms within the remit of the role, however, it is a requirement that the team works collaboratively on key tasks in the academic cycle. These activities will be coordinated under the direction of the Head of Student Records & Achievement and senior colleagues within the team.

The post holder will be expected to work both on their own initiative, and as a member of the Student Records & Achievement team, taking a proactive approach to the efficient execution of their duties and responsibilities.

Health and safety at Falmouth University

The University takes health and safety matters very seriously. All staff have a responsibility to take reasonable care for the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with the University's arrangements for health and safety. Staff with responsibility for others must ensure the proper enactment of University policy within their areas in line with levels of responsibility set out in the University's Health and Safety Policy.

Main duties and responsibilities

1. Provide professional management and administrative support for business processes within the ambit of Student Records & Achievement. This includes (but is not limited to):
 - Course setup and maintenance
 - Student enrolment
 - Student ID card generation
 - Student maintenance (transfers, suspensions, and withdrawals)
 - Student fees (with Finance)
 - Module setup and maintenance
 - Module assessment infrastructure management (incl. submission links on the VLE)
 - Management of progression and awards
 - Responsible for end-to-end assessment processes, including monitoring deadlines, Assessment Boards, and results release
 - Production of student transcripts & certificates
 - Administration of Extenuating Circumstances
 - Administrations of Adjusted Deadlines
 - Management of reasonable adjustments where extra time for assessments is recommended
 - Student data quality
 - Enrolment and retention reporting
 - Statutory and other external reporting
 - Other internal and external data requirements
 - Provide Front of House support for students and staff throughout the academic year, as required. As such, a regular presence on campus will be required.
2. Tasks and roles will be designated to team members against the responsibilities of the Student Records & Achievement team and the pattern of office workload during the academic year, at a level appropriate to grade 4.
3. The post holder will provide professional administrative and operational support to ensure the effective and efficient operation and development of systems and processes relating to the University's student information system. This will include:
 - Understanding the operation of the system
 - Applying policies and related procedures governing the system
 - Administering systems and procedures for maintaining the quality, accuracy and robustness of student data and information
 - Applying procedures for regularly checking the quality of data and information
 - Proposing and contributing to enhancements to the system
4. Understand and facilitate management and operational reporting requirements in relation to the work of the Student Records & Achievement team, and ensure the production and circulation of relevant, accurate and timely data.
5. Act in an advisory capacity on systems and processes.
6. Provide guidance on policies, regulations and procedures to staff and students where appropriate.

7. Foster good and consistent assessment management practices across the University.
8. Engage in creative thinking, research and knowledge of new media, new technology and developments to enable a dynamic, professional and informed service.
9. Collaborate effectively with Academic Departments and their administrators, other professional services and the academic body.
10. Provide support for official functions e.g. Graduation and Welcome Weekend.
11. Participate in institutional initiatives, working parties and committees.
12. Attend training courses as identified and agreed for appropriate development. Demonstrate continuous specialist development by acquiring relevant skills and competencies.
13. Engage with professional expert networks within and outside the University.
14. Document business processes within the remit of Student Records & Achievement to provide business continuity.

General duties and responsibilities

15. To work within and actively support the equality and diversity policies and practices of Falmouth University.
16. To notify a more senior member of staff of any errors or concerns at the earliest opportunity.
17. To participate in the annual Performance Development Review process.
18. To ensure communications systems and practices support effective management arrangements and promote good relations with staff and students.
19. To work within a framework of effective governance, ensuring compliance with relevant regulations, legislation/policies and procedures.
20. To be responsible for your own continuing self-development.
21. To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the University's business without altering the nature or level of responsibility involved.

22. Health & safety requirements

In relation to health and safety, you are responsible for ensuring that:

- You comply with safe systems of work in operation within your work area.

- You work co-operatively with other staff who have responsibility for health and safety requirements.
- You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.
- You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).
- You may be required to undertake duties as a first aider (for which a separate allowance is paid)

PERSON SPECIFICATION

Job title: Student Records Officer

Attributes	Essential requirements	Desirable requirements
Education and qualifications	Undergraduate degree or equal relevant experience	Management /or Project Management qualification AUA Membership
Experience and knowledge	Proven administrative experience, including minute taking and report writing as well as effective use of systems and processes Sound knowledge of, or experience in, a Higher Education environment IT literate including proficient user of Microsoft Proven experience of working with relational databases and high level of proficiency in Excel Proven experience of working with and interpreting statistical data	An awareness of current HE sector policy and practice Experience with SITS:Vision and e:Vision and/or an equivalent student records system Experience with SharePoint

Skills and personal requirements	<p>Good oral communication and written/electronic communication skills with the ability to receive, understand and convey information in a clear and accurate manner; using tact and diplomacy where required</p> <p>Excellent general administrative and organisational skills</p> <p>Analytical skills, including the ability to evaluate and synthesise information in reports</p> <p>Ability to use initiative and creativity to resolve problems</p> <p>Good interpersonal and team working skills, enabling effective working with colleagues and external contacts</p> <p>Commitment to maintaining high standards of service provision</p> <p>Commitment to maintaining high standards of customer service within a busy working environment</p> <p>Ability to prioritise a busy workload and to work effectively to deadlines, under pressure, without direct supervision.</p> <p>A thorough approach to work and attention to detail</p> <p>A good understanding of confidentiality, data protection and safe record keeping.</p> <p>A willingness to undertake further training</p>	
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