

JOB DESCRIPTION

Job title:	Student Programmes & Achievement Officer
Grade:	This post has been evaluated at Grade 4
Responsible to:	Head of Student Programmes & Achievement
Date:	March 2022

Job purpose

To 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 student programmes and achievement, from module enrolment through to progression, awards and graduation, and within this remit provide the highest quality professional services to students, staff, and external stakeholders.

The post holder will be expected to develop specialisms within the general ambit of student programmes and achievement management, but there is a requirement that the team will work together on key tasks at critical points in the year when tasks are time-contingent, as directed by the Director of Academic Innovation and Quality and the Head of Student Programmes & Achievement.

The post holder will be expected to work both on own initiative, and as a member of the Student Programmes and Achievement team, taking a pro-active approach to the efficient execution of his/her 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 Programmes & Achievement. This includes (but is not limited to):

- Management of Assessment due dates and submission formats
 - Operational oversight and set up of assessment submission links in the VLE
 - Administration of Extenuating Circumstances applications and processes
 - Management of Adjusted Deadline dates and special submission arrangements
 - Assessment Board preparation and minuting
 - Management of Results Release
 - Production of Official Certificates and Transcripts
 - Graduation Data
 - Provide Front of House support for students and academic staff
 - Support key annual Institutional events e.g. Student Welcome and Induction
2. Tasks and roles will be designated to team members against the responsibilities of the Student Programmes & Achievement team and the academic year cycle, 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 Programmes & 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. Act as Committee Secretary to designated committee (including Assessment Boards) ; generate agendas and other papers, collate and dispatch papers, attend meetings as Committee Secretary, record and produce minutes; take forward action in agreement with the Chair, follow-up and feedback to Chair; act in an advisory capacity to University committees referring to senior colleagues where appropriate.
 9. Engage in creative thinking, research and knowledge of new media, new technology and developments to enable a dynamic, professional and informed service.

10. Collaborate effectively with Student Records and Quality and Enhancement teams, and with Student Services, Departments and their administrators, other professional services and the academic body.
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 Programmes & Achievement to provide business continuity.

General duties and responsibilities

1. To work within and actively support the equality and diversity policies and practices of Falmouth University.
2. To notify a more senior member of staff of any errors or concerns at the earliest opportunity.
3. To participate in the annual Performance Development Review process.
4. To ensure that the university's cross-cutting themes of partnership, equality and diversity and sustainability inform all activity related to the role.
5. To ensure communications systems and practices support effective management arrangements and promote good relations with staff and students.
6. To work within a framework of effective governance, ensuring compliance with relevant regulations, legislation/policies and procedures.
7. To be responsible for your own continuing self-development.
8. 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.

9. 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 Programmes & Achievement Officer

Attributes	Essential requirements	Desirable requirements
Education and qualifications	A Degree or equivalent work based learning	Project Management experience ECDL or equivalent
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 or equivalent IT literate including proficient user of Microsoft packages: Word, Excel, PowerPoint and Outlook	An awareness of current HE sector policy and practice surrounding Assessment. Experience of committee servicing Experience with SITS:Vision and e:Vision or an equivalent student information system Experience with SharePoint
Skills and personal requirements	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 Excellent general administrative and organisational skills. Analytical skills, including the ability to evaluate and synthesise information in reports Ability to use initiative and creativity to resolve problems	

	<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 fast paced learning 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>	
--	--	--