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# Student Registry & Data Manager

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## External Vacancy

**Post Ref: 6015. Full Time, 37 hours per week. Permanent. £25,156.60 - £27,472.31 per annum.**

**Attractive benefits for this post include 35 days' annual leave per year plus bank holidays and the opportunity to join the Local Government Pension Scheme.**

A unique and exciting opportunity has arisen within the College for an enthusiastic and talented individual to use their skills, knowledge and experience to lead the transformation of the College's student registry activities (Enrolment/Re-enrolment, Transfer, Withdrawal, Curriculum, Registers and Data Correction Exercises).

You will be responsible for the effective day-to-day management and organisation of proficient, professional and proactive collection, distribution and quality assurance of student information and data, across the College.

You will have a minimum of 2 years' current data management experience within a further education environment, as well as strong knowledge and understanding of quality assurance, funding and audit practice and requirements. Knowledge and practical experience of working with Pro-Solution management information system would be an advantage.

You should also be a good people manager able to motivate and lead your team to deliver and maintain high standards within the College, including an unwavering focus on giving the best customer service possible. Excellent communication skills coupled with a data focussed skillset are key, as is the ability to work to tight deadlines under pressure.

You will need to work flexibly and will support the wider Student Registry & Data teams during peak times such as enrolment and examination periods.

Sunderland College has an exciting future and we are looking for someone who wants to be part of our transformation. Our campuses are based across Sunderland and Hartlepool and we are the largest multi campus College in the North East. Annually the College delivers education and training to 13,500 students ranging in age from 14-16, 16-18, 19 years and above. Delivery spans all education routes including GCSEs and A Levels, professional and technical education, apprenticeships, higher education and commercial activity.

In the last few years the College has been inspected and achieved 'good' with strong features, we recently won a national Beacon Award for our approaches to Employer Engagement, a reflection of the value we place on collaboration and partnerships. We have also achieved TEF Silver for our Higher education teaching and learning. We are Matrix Accredited for our IAG Services and work closely with the NE LEP to embed the Gatsby Good Career Benchmarks across the region as lead college in the North East Ambition: Careers Hub. The College has also recently achieved Continuing Excellence for the Better Health at Work Award.



Applicants should be able to demonstrate, in their personal statement, practical examples of how they fulfil the person specification.

Due to the nature of this post you will be required to undertake an Enhanced Disclosure Check.

To find out more about this great opportunity visit [www.sunderlandcollege.ac.uk/vacancies](http://www.sunderlandcollege.ac.uk/vacancies) alternatively email [vacancies@sunderlandcollege.ac.uk](mailto:vacancies@sunderlandcollege.ac.uk) or call 0191 511 6046 to request an application pack.

**All applications must be received by 12:00 noon on Friday 27 July 2018**

**It is anticipated that interviews will take place during the week commencing 13 August 2018**

We are working towards equal opportunities and welcome applications from all sections of the community. We are committed to PREVENT and safeguarding the welfare of children and vulnerable adults.

## Job Description

*This is a description of the job as it is at present constituted. It may be necessary, from time to time, to update job descriptions to ensure that they relate to the job as then being performed. Therefore, management reserves the right to make changes to your job description commensurate with your grade/level in the organisation after consultation with you.*

Post Title	<b>Student Registry and Data Manager</b>
Post Reference:	<b>6015</b>
Reports to	<b>Head of Student Registry</b>
Department	<b>Student &amp; Customer Experience</b>
Grade	<b>024-027</b>
Contract	<b>Full Time, Permanent</b>
Location	<b>Any College Campus</b>

## ROLE PURPOSE

- To lead the development and delivery of the following cross college services:
  - Student related data systems for WBL, HE & FE
  - Operational management of the Timetables and Registers administration
  - To provide an efficient and effective service to students, staff and stakeholders across the College ensuring student data is accurately collated and recorded in accordance with College Policy and audit requirements.

## KEY ACCOUNTABILITIES

### Leadership and Management

- Ensure the efficient and effective management and running of College Student Registry function in line with college policies and funding bodies audit regulations.
- Take a lead role in the planning and co-ordination of the work of the Student Registry Team, ensuring full and accurate student data is recorded in a timely manner.
- Co-ordinate and prioritise the work of the Student Registry Team, for all funding streams, including FE, HE, WBL, Full-Cost and International ensuring a high-quality customer-focused and continually improving service is delivered to the College.
- Ensure that the department is effectively organised and staff are appropriately trained to carry out both specialist and general duties.
- Add value to the work of teams in order that they may operate in a changing culture and provide effective services to students and staff.
- Ensure appropriate measures are in place in order to achieve departmental Key Performance Indicators.

### Student Records:

- Ensure the collation of accurate information for audit purposes and maintenance of audit evidence of both off site and the main site college enrolments by:
  - a) Coordinating the return to the Central Team of all enrolment documentation, including

subcontracting.

b) Ensuring the safe storage of all enrolment documentation.

c) Putting systems in place for the collection and storage of all enrolment, transfer, withdrawal or amendment documentation

- Support a positive student experience by ensuring that the core student records and operations management processes are comprehensive, efficient, maintained, continuously improved and measured on a defined cycle.
- Ensure that accurate Timetable information is recorded in a timely manner by working closely with curriculum staff to obtain information within agreed deadlines.
- Proactively support curriculum staff to utilise the timetable system.
- Ensure poor attendance patterns are reported to Faculty Directors and statistical reporting on performance is provided as appropriate in a timely fashion.
- Ensure that discrepancies between registers (including manual registers) and timetables are managed and dealt with timely and effectively.
- Play a key role in ensuring the accurate and timely recording and monitoring of HE and Advanced Learning Loans on the Student Finance Company Portal.
- Ensure the College HE provision remains compliant with external regulatory framework and standards of education and training.
- Ensure all queries and discrepancies are investigated and resolved promptly to conform to ESFA or HEFCE guidance and do so efficiently in liaison with the Compliance team and other staff concerned.
- Be responsible for fee and other money collection and related issuing of appropriate documentation, receipts, direct debit formulation, and adjustments as necessary.
- Work closely with other College staff, including Student Services, Business Development, Finance, Partnership, HE and Curriculum teams to resolve queries relating to student/course Data.
- Verify information entered onto the student records system via adequate sampling and investigate and resolve any problems.
- Monitor the quality of data using error reports and other forms of feedback. Identifying the root cause of the problem and using training and process development to support quality improvements.
- Maintain knowledge and understanding of the student records system (Pro Solution), funding methodology, ILR rules and regulations, data processing and any other appropriate training, as required

### **Service Delivery**

- Ensure that the Student Registry teams provide outstanding customer service and guidance to enhance student (and parental) experience from open day to leaving.
- Ensure the service is underpinned by robust procedures and work cooperatively with Curriculum Teams and other teams within the Directorate in order to maximise efficiency and maintain effective levels of processing during varying levels of demand.
- Production and update of procedural manuals for data processing and enrolment, including Service Level Agreement.

- Review and develop data collection processes and procedures ensuring robust, complete and timely collection to meet the needs of the College.
- Support curriculum staff in the use of the electronic register system by providing clear operating procedures.
- Ensure systems are in place for the reconciliation between computerised records and source documents, including any manual registers.
- Ensuring the operational requirements of College policies / procedures are understood and implemented.
- Work closely with the Curriculum teams, Team Leader-Course File & Planning Support, Compliance team, Exams and other College staff where appropriate, on matters that may affect course file, student records, registers data and/or the production of valid and timely ILR and HEIFES returns.
- Assist in implementing a system of regular audit checks on all data systems, participate in the internal and external audit as required and undertake data validation exercises within agreed timescales in response to audit requirements, by gathering, collating and validating the evidence required.
- Managing efficiently and effectively the Data Services' element of student enrolment procedures in conjunction with the Head of Student Registry and assist with the organisation and coordination of enrolment at all campuses.
- Work with Funding & Compliance Manager, and other team members to develop and implement appropriate data validation mechanisms and monitoring of data quality.
- Be conversant with the specifications of various funding returns to support key data processes.
- Support the ongoing development and maintenance of the MIS system to ensure timely and accurate recording of data in support of funding returns and ongoing operations.
- Work closely with the Funding & ILR Officer in identifying any issues with data quality as a result of errors generated by DSAT and ensuring that these issues are resolved promptly and efficiently.
- Work flexibly as part of the Student Registry team, contributing to the delivery of efficient data processes, systems and procedures, in order to ensure that a high-quality support service is provided to staff.
- Ensure that appropriate quality control systems and procedures are followed in order that an effective service is delivered across the college and that all processes and procedures are clearly documented.
- Assist the Compliance team with the administration and storage of all student record data including enrolment forms, student agreements, registers and information on student destinations and ensuring that all student record data is retained in accordance with both College and statutory requirements.
- Provide advice, support, and develop and deliver training programmes for College staff on the use of student and course-based information systems.
- Provide a high-quality support service to both internal and external clients to meet agreed service standards.

- Maintain confidentiality and respond to requests for information from external agencies with due regard to College policy and the requirements of the General Data Protection Regulation (GDPR).

## GENERAL RESPONSIBILITIES

- To work at any of the College sites on a temporary or indefinite basis.
- To undertake such duties as are reasonably allocated, appropriate to the grade of the post.
- Comply with College Policies and Procedures and the Staff Code of Conduct which can be accessed via Alfresco.
- To take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or vulnerable adults.
- To uphold British Values, the college values and responsibilities with regard to equality and diversity.
- To understand and adhere to college Health and Safety policies and guidelines ensuring compliance with statutory legislation.



## Person Specification

**Post Title:** Student Registry and Data Manager **Post Ref:** 6015

				ASSESSMENT METHOD			
	Essential	Desirable		Certificate	Application Documents	Reference	Selection Process
<b>Qualifications</b>							
Level 4 in a Business Administration related qualification and relevant experience	✓			✓	✓		
GCSE Maths and English Grade A* - C or equivalent	✓			✓	✓		
Evidence of continuous professional development	✓				✓		
<b>Experience</b>							
Experience of managing staff and coordinating tasks within a small team	✓				✓	✓	✓
Experience of working in a Student Records function	✓				✓	✓	✓
Experience of devising, implementing and maintaining auditable record systems.	✓				✓	✓	✓
Experience of providing advice and guidance to managers and staff on student data related issues.	✓				✓	✓	✓
Experience of writing procedural notes for operational systems	✓				✓	✓	✓
Cash handling experience	✓				✓	✓	✓
<b>Skills and Understanding</b>							
Up to date knowledge of ICT systems and packages, including ProSolution	✓				✓	✓	✓
Thorough Knowledge of student enrolment systems and procedures	✓				✓	✓	✓
Knowledge and understanding of the Education sector, the ESFA and HEFCE and other funding methodologies and mechanisms.	✓				✓	✓	✓

				ASSESSMENT METHOD			
	Essential	Desirable		Certificate	Application Documents	Reference	Selection Process
Knowledge and understanding of the operation of the ILR, student records systems like, Pro Solution and other systems within an MIS function	✓				✓	✓	✓
A proficient knowledge of Microsoft Office programmes such as Word and Excel	✓			✓			
Ability to set clear targets and evaluate outcomes	✓				✓	✓	✓
Ability to prioritise and develop work schedule for team of staff.	✓						
Ability to co-ordinate and monitor activities across a multi-site organisation.	✓				✓	✓	✓
Ability to solve problems and think logically and analytically and devise creative solutions to complex issues	✓				✓	✓	✓
Ability to analyse and assimilate information quickly	✓				✓	✓	✓
Ability to retrieve data and information from various sources	✓				✓	✓	✓
High standard of accuracy and commitment to compliance.	✓				✓	✓	✓
Ability to identify the root cause of problems and implement solutions	✓				✓	✓	✓
Pro-active development of working practices and contribution to procedural improvements	✓				✓	✓	✓
Good presentational skills.	✓				✓	✓	✓
Good interpersonal skills.	✓				✓	✓	✓
Time management skills	✓				✓	✓	✓
<b>Personal Attributes</b>							
Suitable to work with children and young people	✓			✓ Criminal records check via DBS	✓	✓	✓
The ability to communicate at all levels	✓				✓	✓	✓
To have flexibility and willing to try out new ideas	✓				✓	✓	✓



				ASSESSMENT METHOD			
	Essential	Desirable		Certificate	Application Documents	Reference	Selection Process
Ability to liaise effectively with staff, students and external agencies as required	✓				✓	✓	✓
Well organised and self-motivated	✓				✓	✓	✓
Approachable, open and honest	✓				✓	✓	✓
Ability to work under pressure	✓				✓	✓	✓
To have due regard and take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or vulnerable adults.	✓				✓	✓	✓
To uphold British Values, the college values and responsibilities with regard to equality and diversity.	✓				✓	✓	✓
To understand and adhere to college Health and Safety policies and guidelines ensuring compliance with statutory legislation.	✓				✓	✓	✓