

Student Records Administrator

Team: Student Records & Funding

Reports to: Student Records Team Supervisor

Location: Crawley

Job Purpose

- To process and maintain data for student and other records systems (the post entails contact with students and staff throughout the College).

Key Responsibilities

- Processing student registration forms and entering data into the Management Information System (MIS).
- The online and in person enrolment of students throughout the year, checking enrolment forms to ensure they have been completed correctly, receiving and receipting enrolment fees, entering data into the system and making amendments to it.
- Assisting with the maintenance of records held on the MIS including processing student withdrawals and transfers, processing any fee adjustments within the rules and regulations applying to these and undertaking benefit checks.
- Researching and solving queries following the issue of invoices to students and sponsors, generating the necessary correspondence and following matters to a conclusion.
- Processing data related to student achievements.
- To contribute to the data processing needs of the wider Chichester College Group as required.
- To provide a year-round front of house service on a rota basis as required.
- To provide excellent customer service in response to queries from staff, students and parents / carers.
- To manage and reply promptly to emails, written correspondence and verbal communication.

Role Context

Chichester College Group expects staff to:

- Work within the context of the Group's core values, code of conduct, quality requirements and continuous improvement ethos.
- Undertake their duties in accordance with Group policy and procedures, particularly with respect to:
 - Human Resources policies and procedures;
 - Equality, diversity and inclusion policies and procedures;
 - The Group's health and safety policies and procedures;
 - Safeguarding and Prevent;
 - The Group's policy on the confidentiality of data stored electronically and by other means in line with data protection legislation.
- Keep abreast of developments in their own area of expertise and undertake staff development opportunities where identified and approved, subject to funding.
- Support and uphold the Group's environmental sustainability commitment and work towards helping the Group achieve net zero carbon emissions.

Evening and weekend work may be required.

You may be required to undertake such duties as may be reasonably required of you commensurate with this grade.

Work outside the Group must not interfere with the effective delivery of your duties. Additional work requires approval by the Chief Executive Officer.

Other supporting information can be found on the Group's website.

This job description is current at the date shown below. It is liable to variation by management in consultation with you to reflect or anticipate changes in, or to, the job.

Criteria	Essential/ Desirable	How Assessed
Experience		
Working with Management Information Systems (MIS)	Essential	Application Form/ Interview
Working with the public in a customer service environment	Essential	
Cash handling in a business environment	Desirable	
Working with students/young people	Desirable	
Knowledge		
Working knowledge of Microsoft Office, specifically Excel	Essential	Application Form/ Interview/ Assessment
Further and Higher Education funding systems	Desirable	
Qualifications		
GCSE grade C/4 or above (or equivalent), including Maths and English	Essential	Application Form/ Certificates
ECDL or equivalent level 2 IT qualification	Desirable	
Skills and Abilities		
Proven IT and keyboard skills, including use of email	Essential	Application Form/ Interview/ Assessment
Ability to communicate to a diverse range of people at all levels, verbally and in writing	Essential	
Time management skills, organisational skills and the ability to meet tight deadlines	Essential	
Customer service skills	Essential	
Ability to work alone and as part of a team with interpersonal skills	Essential	
Attributes		
Flexible and proactive approach	Essential	Interview
Other Requirements		
Satisfactorily meeting the Group’s employment checks - a Disclosure and Barring Service Check (including any relevant overseas checks), health assessment, references, qualifications and legal entitlement to work in the UK	Essential	Interview/ Checks and Clearances
Able to work evenings and weekends at key periods	Essential	

Any appointment is subject to the Corporation's terms and conditions of service.

Working hours per week: 37

Working weeks per year 52

Salary range: £26,238 - £26,334 per annum, plus £610.08 Crawley Weighting

Salary progression: Salary progression is achieved through annual increments, in accordance with the Group's Performance Management Scheme.

Holiday entitlement: The annual leave year runs from 1 January to 31 December. 25 days per annum, rising to 28 days per annum with each complete year of service plus 8 days for bank holidays. In addition, the days between Christmas and New Year are not deducted from your leave entitlement.

Holiday restrictions: Leave cannot be taken on certain days designated by the Group, e.g. development and administration days. Leave is to be agreed in advance with the line manager. Leave cannot be taken in September due to busy periods.

Pension scheme: Permanent and fixed term staff (regardless of how many hours they are contracted to) are automatically opted into the Local Government Pension Scheme unless they elect to opt out of the pension. The Group contributes to this scheme and the employee contribution is determined by the level of actual pensionable pay and the guidelines given by the LGPS. Alternatively the employee may opt out within the first 3 months of employment.