



**JOB DESCRIPTION**

<b>Job Title:</b>	Student Records Assistant
<b>Department:</b>	Corporate Services
<b>Contract:</b>	Permanent, Full-time
<b>Salary Range:</b>	£25,948 - £28,131 per annum
<b>Salary Grade:</b>	SS3
<b>Report To:</b>	Student Records Supervisor
<b>Job Purpose:</b>	To effectively handle customer enquiries and process data via the University's student records and finance systems, and the Student Loans Company's Student Information System.
<b>Main Duties &amp; Responsibilities:</b>	<ol style="list-style-type: none"><li>1. Process withdrawal/deferral/transfer forms on the University's Student Records System, and produce supporting documentation.</li><li>2. Calculate tuition fee liability and identify underpayments or overpayments on student accounts and inform students of fees that are owing or arrange for refunds for fees that have been overpaid.</li><li>3. Inputting data and undertaking integrity checks, verification and validation for student records, achievement and passport data.</li><li>4. Assist with reports and returns to funding councils and Student Finance England in relation to Student Records.</li><li>5. Assist with the reconciliation of student records data and ensure audit trails exist to the required standard for internal and external audit.</li><li>6. Assist in all aspects of enrolment and progression of students, including fees assessment, data entry and production of ID cards.</li><li>7. Raise invoices and credit notes on the University's Student Records System.</li><li>8. Process Change of Circumstances Forms on the Student Loans Company's Student Information System.</li><li>9. To attend the counter to deal with queries.</li><li>10. To implement and act within the financial policies and</li></ol>

	<p>regulations of the University.</p> <ol style="list-style-type: none"><li>11. To ensure practice is in line with the requirements of the General Data Protection Regulations.</li><li>12. To commit to upholding the principles of Safeguarding and the PREVENT agenda.</li><li>13. Any other duties as may be commensurate with the grade and nature of the post.</li></ol>
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**PERSON SPECIFICATION**

<b>Post:</b>	Student Records Assistant	<b>Weighted Criteria:</b>
<b>Experience:</b>		
1	Relevant experience in a similar role.	
2	Experience in a customer-focused role.	
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<b>Skills &amp; Abilities:</b>		
6	High level of IT Skills (including MS Suite), specifically Excel and Access; with the ability to provide analysis and validate data.	
7	Excellent written and oral communication skills; ability to be assertive in appropriate circumstances.	
8	Excellent attention to detail with the ability to work accurately.	
9	Sound organisation skills; ability to manage multiple duties and work under pressure.	
10	Ability to work both independently with initiative, and collaboratively as part of a team.	
<b>Education &amp; Qualifications:</b>		
11	GCSE (or equivalent) at grade C/4 in English and Maths or demonstrated (through professional experience) competence in respect of literacy and numeracy.	
12	Qualification at Level 3 or above	
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<b>Training &amp; Professional Development:</b>		
16	Record of relevant professional development.	
17	Up-to-date knowledge of student finance systems and regulations.	
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<b>Other Attributes:</b>		
21	Flexible approach to work.	
22	An understanding of the principles of Safeguarding and the PREVENT agenda in the context of further and higher education.	
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