

Job Description

Job title – Deputy Head of Student Records

Faculty/Directorate:

Registry Services

Grade: 7

Role profile: SMG1

Full time

Fixed Term (until 31 Dec 2027)

	Duties of the role
Overall purpose of the role	<p>The Deputy Head of Student Records is responsible for the operational delivery of:</p> <ul style="list-style-type: none"> • Student and curriculum data quality activities and assurance processes. • The training and development of staff engaged in student records and data management. • The day-to-day operational management of the Student Records team. • The provision of advice and guidance on student data, records and associated processes. • The delivery of a professional student records service to the University's partner institutions. • Implement and coordinate improvements under the Head's strategy and delegated priorities <p>This role is to provide operational leadership capacity while the Head of Student Records is assigned to SAP Futures Programme. The Head of Student Records retains overall accountability of the services delivered and will line manage the Deputy Head of Student Records.</p>
Main duties and responsibilities	<p>The Deputy Head of Student Records will:</p> <ol style="list-style-type: none"> 1. Support the development and maintenance of effective student records and data. 2. Implement/coordinate process improvement activity across the University which relates to student processes and student data improvements under the Head's strategy and delegated priorities. 3. Will work across Faculty and Professional Structures, engaging key stakeholders, ongoing data quality improvement programmes and efforts, data and process owners and functional leads towards a common aim of student data quality improvement and process optimisation. 4. Manage the day-to-day operations of the student records team including the line management of the student and curriculum records. 5. Make recommendations to the Head of Student Records on (inter) national, regional and local developments and policy in the areas of student data and processes and the likely impact on the University's student related regulations, processes, procedures,

Duties of the role

student data and systems.

6. Ensure student records teams are kept abreast of changes to regulations and legislation that are likely to have an impact on the University's student related regulations, student data, processes, procedures and systems
7. Provide inclusive, innovative and empowering leadership to the emergent student data and processes team.
8. Supports the development and improvement of the provision of high quality, customer-focused student records services which meet the needs of all stakeholders.
9. Manage the controls, monitoring and delivery of the development and maintenance of programme, course and student records in SAP. Including creating new programme/course records (curriculum build), maintenance of programme pathways and provide advice on structures of programmes and courses so that these can operate in line with university policy regulation and procedure.
10. Manage the range of teams and functions engaged in student and curriculum data assurance such that the University maintains high standards of accuracy for student record and assessment record data across multiple systems, ensuring student and curriculum data processing meets agreed deadlines to deliver student and academic expectations.
11. Work with the Global Partnerships Unit to ensure that the needs of international partners are fully understood and appropriate services are provided.
12. Lead the operational delivery of partner processes to ensure coherent, consistent and efficient partner support, ensuring that data is fit for purpose and that processes are designed with the needs of individual partners in mind.
13. Work with Exam and Awards Team to ensure that certificates and transcripts for partners are produced promptly and in line with service level agreements.
14. Proactive engagement with Faculty leads to ensure a consistent, transparent, documented and efficient approach to student record management and maintenance is sustained and embedded.
15. Ensure, through training, information, induction and clear provision of information, that all staff engaged in student records across the University have the skills, knowledge and ability to perform their duties to the standards required to maintain high-quality student records and processes.
16. To manage and respond to student and faculty queries regarding student records and to resolve issues/problems/queries independently, escalating where necessary.
17. Provide operational coordination, data assurance and advice with regards to the university returns and surveys including HESES, HESA, TEF, APP, REF.
18. Engage actively with sector wide networks relating to data and student processes, and to maintain oversight of sector developments in such matters and to disseminate

	Duties of the role
	<p>updates I the University as appropriate.</p> <p>19. Work collaboratively with faculties and other professional services directorates, setting optimal expectations and standards for the student data quality, processes.</p> <p>20. Chair and participate in, university working groups and project teams, represent the university externally where delegated or authorised by the Head of Student Records.</p>
General Responsibilities	<p>Act as an ambassador and advocate for De Montfort University.</p> <p>Perform any other duties commensurate with the job grade as reasonably required from time to time.</p> <p>Treat all DMU staff, students, contractors and visitors with dignity and respect regardless of their: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.</p> <p>The post holder is required to minimise environmental impact in the performance of the role, seek to promote environmental sustainability within area of responsibility and actively contribute to the delivery of the DMU Environmental Policy.</p> <p>The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system.</p>

Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications & Training	Educated to first degree level or equivalent experience	Essential		Y			Y
	Evidence of management and team-supervision qualification		Desirable	Y			Y
Previous Work Experience	Experience of managing a team	Essential		Y	Y		
	Experience of policy and process development and improvement	Essential		Y	Y		
	Experience of building productive and enduring relationships across different areas.	Essential		Y	Y		
	Experience of designing and delivering presentations with the ability to adapt to varied audiences	Essential		Y	Y		
	Experience of working in the higher and/or further education sector	Essential		Y	Y		
	Experience of data analysis, interpretation and reporting	Essential		Y	Y		
	Experience of working with different student records systems	Essential		Y	Y		
Specific Knowledge/ Skills/ Abilities/ Motivation/ Attitude Required	Ability to write clear and concise reports encompassing complex issues	Essential		Y	Y		
	Ability to handle sensitive/confidential material	Essential		Y	Y		
	Excellent organisational skills with ability to prioritise and manage own workload	Essential		Y	Y		
	Ability to work accurately under pressure and to tight deadlines whilst managing a complex varied and heavy workload	Essential		Y	Y		
	Ability to build and maintain excellent working relationships	Essential		Y	Y		
	High degree of professionalism and excellent customer service skills	Essential		Y	Y		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	A motivated self-starter who uses a high degree of own initiative	Essential		Y	Y		
	Awareness of current HE issues and developments		Desirable	Y	Y		
Additional Requirements	Able to provide a service to a diverse range of people to promote good relations and equality	Essential		Y	Y		
	Understand confidentiality and the requirements of the Data Protection Act and GDPR	Essential		Y	Y		
	Willingness to work flexibly as required.	Essential		Y	Y		
	Active engagement with personal and professional development	Essential		Y	Y		

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**