

## Job Description

### Job title - Collaborative Provision Officer

Faculty/Directorate:

Registry Services

Grade: 5

Role profile: SME2

Full time

Permanent

|                                         | Duties of the role                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Overall purpose of the role</b>      | <p>The postholder will supervise a small team within the student records office. They will oversee the work of a team in dealing with the management of records relating to partnership students.</p> <p>The post holder will liaise closely with partner institutions and create and maintain positive communications and relationships with external and internal stakeholders.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Main duties and responsibilities</b> | <p><b>Student Records/Data Quality</b></p> <p>Lead and provide guidance to the partnerships team on all administrative aspects of the student lifecycle. To include admissions, registration, maintenance of student records, re-registration, assessment and progression for all partners and their associated programmes. Provide advice on programme and University regulations.</p> <p>Ensure that Data Quality items that are part of the team's remit are managed and dealt with as per the DQ schedule</p> <p>Provide support and guidance to the team around data quality and student record management.</p> <p>Liaise with, and provide guidance to, staff in Faculties and other professional service areas on partnership student records</p> <p>Support the work of Strategic Planning Services in managing the data needed for external returns, such as HESA, HESES etc.</p> <p>Liaise with the Global Partnerships Office over issues that may arise with particular partners or campuses.</p> <p>Organise support for other areas at business critical times, e.g. Exam Board quality checks, student fee setting, UKVI compliance.</p> <p>In partnership with colleagues from faculties and directorates, contribute to continuous improvement, by initiating best practice for course and student administration activity, and contributing to the review, implementation and maintenance of associated processes, plans and schedules to ensure a high-quality professional support service.</p> <p>Develop and maintain an effective knowledge of institutional and external policies, procedures, regulations and deadlines, ensuring all are understood and consistently applied to ensure a seamless approach to course and student administration and to regulatory body compliance</p> <p><b>Training</b></p> |

|                | Duties of the role                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>General</b> | <p>Support the work of the Training and Development officer in arranging and delivering training for staff within the Registry and others.</p> <p>Support the work of the Training and Development officer in designing and maintaining up to date process documentation.</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 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, promote environmental sustainability within the 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 |
| <b>Qualifications &amp; Training</b>                                       | Educated to first degree level or equivalent experience                                                                                    | Essential              |           | ✓                     |   |   | ✓ |
|                                                                            | Experience of Microsoft Office/Outlook packages including Word, Excel and Teams                                                            | Essential              |           | ✓                     | ✓ |   |   |
|                                                                            | Evidence of relevant professional qualifications or training in management or team supervision                                             |                        | Desirable | ✓                     |   |   | ✓ |
| <b>Previous Work Experience</b>                                            | Experience working in Further or Higher Education in an administrative or student support capacity                                         | Essential              |           | ✓                     | ✓ |   |   |
|                                                                            | Experience of working with large data sets                                                                                                 | Essential              |           | ✓                     | ✓ |   |   |
| <b>Specific Knowledge/Skills /Abilities/ Motivation/ Attitude Required</b> | Understanding and interpreting complex data. Communicating complex processes or regulations in a clear and logical manner to stakeholders. | Essential              |           | ✓                     | ✓ |   |   |
|                                                                            | Experience of supervising staff, delegating tasks, providing guidance and managing the workloads of others                                 | Desirable              |           | ✓                     | ✓ |   |   |
|                                                                            | Ability to communicate effectively at all Levels. Demonstrate strong verbal and written skills                                             | Essential              |           | ✓                     | ✓ |   |   |

| Area of responsibility | Requirements                                                                                                                                 | Essential or desirable |  | *Method of assessment |   |   |   |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--|-----------------------|---|---|---|
|                        |                                                                                                                                              |                        |  | A                     | I | T | D |
|                        | Demonstrate an enthusiasm, willingness and interest in learning new skills and the ability to adapt to change and lead others through change | Essential              |  | ✓                     | ✓ |   |   |
|                        | Ability to drive process improvement by engaging stakeholders in different areas                                                             | Essential              |  | ✓                     | ✓ |   |   |
|                        | Ability to exercise initiative, work independently and to meet deadlines under pressure                                                      | Essential              |  | ✓                     | ✓ |   |   |
| <b>Other</b>           | Willingness to work flexibly and provide some evening or weekend work if required                                                            | Essential              |  | ✓                     | ✓ |   |   |
|                        | Able to provide a service to a diverse range of people to promote good relations and equality                                                | Essential              |  | ✓                     | ✓ |   |   |
|                        | Understand confidentiality and the requirements of the Data Protection Act and GDPR                                                          | Essential              |  | ✓                     | ✓ |   |   |

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