CANDIDATE PACK

Student Records and System (SRS) Coordinator

Academic Registrar's Department

UNIVERSITY OF WESTMINSTER

OUR
UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust – compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.

OUR
PRIORITIES

The University's 2022-2029 strategy, Being Westminster, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.

OUR OBJECTIVES
2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.

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A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, Contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.

OUR
STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School
- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

Design, Creative and Digital Industries
- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences
- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Information Systems and Support
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services

UNIVERSITY OF WESTMINSTER

JOB
DESCRIPTION

Job Title: Student Records and System Coordinator
Reports to: Student Records and System Manager
Department: Academic Registrar's
Grade: NG4

ROLE PURPOSE

As part of the Student Records and Systems (SRS) Team this role will provide specialist technical and process support for all users of the student record system (SITS:Vision). The role will act as the first line support for the SRS Team and will triage and resolve reported issues for business teams across the University. The role will also provide high level administrative support to the SRS Team through provision of management information reports and trend analysis and through acting as secretary to the SRS Business Management Group.

PRINCIPAL ACCOUNTABILITIES

1. Manage the SRS service desk queue. Triage and coordinate the allocation of tickets to the wider team conducting initial assessment of each query and liaising with business users in all areas of the SRS, including Admissions, Finance, Registry and Quality and Standards, to determine the severity and impact of issues being reported. Support the SRS Senior Support Officers in resolving queries within service level agreement timeframes. Work in close liaison with Information Systems and Support (ISS) to ensure queries are correctly allocated and classified.

2. Provide professional, specialist advice, within clear guidelines, to staff on the use of SRS Business processes across the full breadth of the SRS provision; acting as the expert in explaining due process and identifying errors which need to be fixed by the users. Provide support and on the job training to users to address inaccurate use of the system.

3. Monitor and analyse business process incidents and escalate to problem status or major incident status when required. Work with the SRS Senior Support Officers to resolve problems and effectively communicate outcomes to users to ensure improvements in the use of SRS and resolve ongoing system errors.

4. Produce and present statistical information and reports on incident and problem tickets identifying trends in business area and highlighting areas requiring future development or targeted training needs for internal use by Committees and University management particularly the SRS Business Management Group.

5. Act as Secretary to the SRS Business Management Group, including planning and coordinating the work of

the Committee; providing advice and direction to the chair; ensuring that follow-up action is taken and drafting reports on behalf of the group.

6.   Maintain and update standard reports and letters (SRL) functionality within SRS and provide specifications to the Business Information team within Information Services where required.

7.   Support SRS Senior Support Officers in drafting and maintaining service desk knowledge articles.

8.   Maintain SRS related SharePoint sites, ensuring current versions of user manuals are published and available to users and all documentation is current and accurate.

9.   Coordinate and arrange the annual Student Record System user training programme calendar. Provide training sessions to users of SITS client to support the roll out of new areas of development, as well as an annual programme of activities to cover existing provision.

10. Engage with SITS user groups and networks, both internally and externally, as required to maintain own expertise in all areas supported by system.

11. Undertake any other such duties as appropriate within the remit of the grade from time to time as required by Senior Managers.

CONTEXT

The Academic Registrar's Department (ARD) is responsible for the academic and student administration services across the University. It has an establishment of around 140 colleagues. The ARD mission statement is outlined below:

The Academic Registrar's Department will be recognised for excellence and professionalism in leading the University's academic administration and academic governance functions. As a team of specialist professional practitioners, through the provision of expert advice and the ownership and management of holistic and efficient administrative processes and policies we will meet our responsibilities by:

o   *assuring academic standards and enhancing academic quality through the effective management of the University's academic infrastructure;*
o   *supporting the strategic leadership and delivery of learning, teaching, and assessment;*
o   *delivering a seamless student journey through the administrative lifecycle from enrolment to graduation and beyond, wherever appropriate using technology to improve efficiency, remove barriers and provide solutions that will allow stakeholders to access our services wherever and whenever is convenient to them;*
o   *ensuring the quality and integrity of all student and course related data, and developing effective and efficient data management and related business processes; and*
o   *ensuring the effective delivery of College activities, events, and processes through the provision of professional support to Heads of College and their senior teams.*

o *Our work will enhance the student experience through anticipating and responding to student need and putting the student's expectations at the heart of all that we do.*

The Academic Registrar's team is comprised of three main areas: Student Administration, Quality and Standards, and College Operations. The Student Administration Department is led by the Deputy Registrar (Student Administration) and comprises

- Central Registry Operations (Partnerships, Student Engagement & Attendance, Student Lifecycle, and Student Records and Systems)
- Local Campus Registries (Fitzrovia, Harrow and Marylebone)

The Student Records and Systems Team forms part of the wider Central Registry Operations team which sits within the Student Administration Department as part of ARD (see the Organisational Chart below). The Student Records and Systems Team manages the student record system database, supporting all end users across the whole University, not just the Academic Registrar's Department. The Student Records System (SITS:Vision / e:Vision) underpins the student journey from initial application to graduation.

The main stakeholders are the Academic Registrar, as the data owner, the Admissions Department, Academic Registrar's Department, Finance Directorate, and Strategy, Planning and Performance Directorate as key users, and Information Systems and Support as technical owners. Academic colleagues, students and applicants are important users of various services.

This will include developing, monitoring and ensuring continual improvement of all student lifecycle processes, including:

- Applications and admissions
- Assessment, progression and award of degrees
- Student enrolment and student data
- Module registration
- Maintenance of accurate curriculum and assessment data
- Compliance with statutory requirements
- Maintenance of accurate course and student tuition fee data

The post holder will support the Student Record System Officers, in the research, development, enhancement and implementation of all working process and practices related to academic governance, policies, procedures and regulations.

The team comprises the following colleagues:

- Student Records and Systems Manager
- Student Records and Systems Senior Support Officer (3 posts)
- Student Records and Systems Coordinator

DIMENSIONS

The postholder will be required to work in the Central Registry Operations team and across the different campuses from time to

time. The postholder will oversee specific processes under the supervision of the Student Records and Systems Manager. The postholder will work closely with other team members to ensure the effective delivery of core business.

At certain busy times of the year (for example during enrolment, examinations, assessment, graduation and course modification periods), it may be necessary for ARD colleagues to work outside normal working hours, including occasional weekends, and annual leave may be restricted during these times. Any additional hours worked will be compensated in accordance with the University's overtime policy.

All ARD colleagues may be required to help support any ARD activity according to business need, whether or not that activity forms a core part of the role holder's job description.

The University currently operates a hybrid working model with each team agreeing its own smart working arrangements based on departmental business needs. This means that colleagues work both onsite and remotely on an agreed basis, which may be adjusted at certain times of year due to peaks in workload. Each Department keeps their smart working arrangements under review, and these may be adjusted due to changing business needs.

The University requires all postholders to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

The Academic Registrar's Department is committed to continuous professional development, and the postholder will be encouraged to participate in professional activities and to develop new skills where necessary.

KEY RELATIONSHIPS

Admissions
Campus Registries
Deputy Registrar (Student Administration)
Finance
Information Systems and Support (ISS)
Partnerships Team
Quality and Standards
Strategic Planning and Performance (SPP)
Student Engagement and Attendance Team
Student Lifecycle Team
Vendors of Student Record System and other Systems as Appropriate

PERSON
SPECIFICATION

QUALIFICATIONS
Essential
- Graduate or equivalent experience

TRAINING AND EXPERIENCE
Essential
- Experience of using a student records systems in particular a client interface (ideally Tribal SITS:Vision and e:Vision) across the student lifecycle.
- Demonstrable track record of delivering support and customer services to support staff on work based processes.
- Proven ability to manipulate and analyse data to resolve problems and inform decision making.
- Experience of working in a team.
- Experience of and commitment to the use of IT to improve service and efficiency.
- Experience of working in Further or Higher Education.

Desirable
- A track record of developing processes to ensure professional and regulatory standards are maintained and developed.
- Experience of committee servicing.

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES
Essential
- Ability to work in an efficient and organised manner with the ability to prioritise and handle multiple tasks.
- Excellent oral and written communication skills.
- Ability to analyse and solve problems creatively.
- Strong communication and interpersonal skills, showing an ability to persuade and motivate a range of stakeholders.
- Process oriented.
- Proven commitment to providing excellent customer care to a range of stakeholders.
- A flexible attitude to changing workloads.
- Ability to work well under pressure, on own initiative and as part of a busy team.
- Self-motivated with a flexible, positive attitude.
- Ability to motivate others.
- A proactive approach to problem solving.
- Persuasive and empathetic when dealing with internal and external customers.
- A pro-active approach to problem solving.
- Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

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HOW TO APPLY

To apply for this vacancy, please visit our **vacancies page** where you will be able to download our application form template. You will then be requested to complete a quick registration before being able to upload completed application form and any supporting documentation.

Applications should include:
- A concise statement in support (ideally no longer than two pages), addressing the criteria in the Person Specification and motivation for applying.
- You may also include an up to date curriculum vitae;
- names and contact details of two referees (although referees will only be approached at offer stage).

The deadline for receipt of applications is midnight on 13 September 2024

Interviews will take place on 23 September 2024.

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.
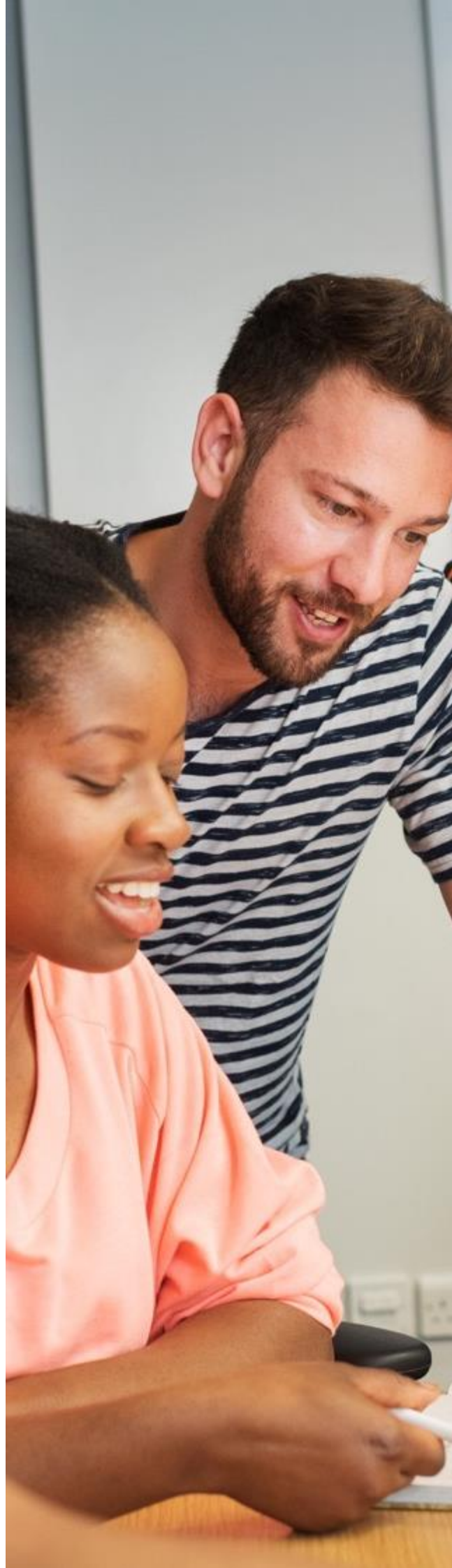
The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.

OUR
BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.

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