

UNIVERSITY OF OTAGO
Te Whare Wananga o Otago

JOB DESCRIPTION

JOB TITLE: Student Records Officer
DEPARTMENT: Student Records Office, Student Administration
SCHOOL & DIVISION: Academic Services

1. PRIME FUNCTION

- Prime responsibility for maintaining the academic records of students of the University to the highest standard of accuracy and in compliance with programme regulations.
- Provide high levels of administrative support systems and procedures in an accurate and timely manner and to give information and advice to the Academic Divisions, the wider University and its clients.
- To deputise, as required for the Group Leader

2. MAIN OBJECTIVES

- To administer, maintain and monitor the academic records of students in the areas of admission to the University, courses, examinations, qualifications and awards in a way that ensures accuracy, security, accessibility and permanence of information held in the Student Records Office on behalf of the University.
- To provide support and accurate advice on matters related to student's academic record to Divisions, Departments and students and to assess all programmes are in compliance with the Regulations as set out in the University Calendar.
- To proactively promote consistency and continuity of practice associated with academic records with the Academic Divisions and across the University as a whole.
- To maintain a comprehensive knowledge of all Degree and Diploma Regulations offered within the University.
- To carry out all the activities courteously, within agreed timeframes and in such a manner as to provide a high standard of service to the Division, the wider University and its clients.
- To make a full contribution to the overall outputs of the Office through effective teamwork.
- To contribute to the Strategic Planning of Academic Services by development, implementation and refinements of processes within the Student Records Office.

3. KEY TASKS

Academic Programme Maintenance

- To monitor the academic records of students of the University and assess that the programme of study (particular for those students expecting to complete a qualification in the current year) meets University Regulations in respect of the program/s. To address any issues identified with the appropriate Division/Department and where necessary the student.
- To maintain the academic records in a way that ensures accuracy, consistency, security, accessibility and permanence of information.

- To check and remove any graduation history from the academic record of a student who has failed to complete the qualification expected to be completed in the current year.
- To check students have met any prerequisites and or co-requisite for papers before continuing study, and where an issue is identified to bring this to the attention of the student/division.
- To record and check the details of the admission of students to specific programmes and where necessary refer any issues to the appropriate Division/Department.
- To give assistance in the process and administration of advising intending students, particularly in respect to admission with credit or graduates status for qualifications.
- To assist with the retrieval of academic records for transferring students and to forward them to the appropriate division/department of assessment.
- To monitor and annotate to the students academic record accurately and in a timely manner with all information regarding admission to the University, admission to a programme, approved credit and any course variations approved by the Divisions and or Departments.
- To check all official transcripts and statements requested by students for accuracy and completeness prior to release.

Academic Progress Policy

- To identify transferring students, retrieve and assess all academic records for previous study else where and if appropriate refer them to the Designated Adviser of Study, (Manager of Student Administration).
- All students that fall within the Policy are sent letter confirmation of their academic progress status.
- Monitor the enrolment of students under Conditional status ensuring that they have course approved with the Designated Adviser of Study and were a problem exists refer them to the Divisional Office.
- Monitor all students on APP and were a problem exists refer them to the appropriate Department/Division/Manager Student Administration.

Examinations

- To manage and ensure results are accurately recorded and collected for all students within agreed time frames.
- To give assistance and advice to Departmental Administrators in co-ordination of uploading final examination results to ATS application.
- To assess the return of result proof lists to ensure all results are returned in accordance with examination procedures.
- To provide assistance to the Examinations Group.
- To assess the eligibility of a student's application to have a Final Examination Only before forwarding to the Department for approval.

Graduation

- To assess and confirm that all graduating students are eligible to graduate in the requested ceremony. Where an issue is identified to liaise with the Graduation Office and the student.
- To assist and liaise with the Graduation Office to ensure that all students completing qualifications in the current year receive appropriate information concerning graduation.
- To assist at Graduation ceremonies. (normally a Saturday)
- To ensure degree certificates are accurate and correct.
- To assist with the checking to ensure the accuracy of the Graduation Booklets prior to print.
- To make recommendations when appropriate as part of a practice of continual improvement in the graduation process.

- Assist with other graduation activities carried out within Student Records Office.

Support

- To give advice and assistance to Divisional and Departmental Administrators and Students in regard to problems with programmes, enrolments, results and graduation and to ensure that all enquiries are appropriately resolved in a timely manner..
- Ensure that all Departments and students receive consistent and accurate information relating to University procedures and program regulations.
- To assist with the administration of the Academic Progression Policy and to advise the Group Leader, Departments and student in matters relating to the policy.
- Deputising for, and assisting the Group Leader with tasks in the management of all the activities carried out in the Student Records Office. When deputising, the Administrator is authorised to exercise all the appropriate and relevant functions, duties and powers of the Group Leader.

General

- To make recommendations and assist with forward planning of procedures and processes within the Student Records Office
- To use University handbooks and other resource materials in providing high quality service to Students and Divisions.
- To maintain a comprehensive knowledge of the regulations pertaining to qualifications offered by the University
- To maintain an up-to-date procedure manual for the administration.
Other administrative duties as may be required

4. RELATIONSHIPS

Directly responsible to: Leader, Student Records Office
Supervision of: Casual Staff
Functional relationships with: Divisional and Departmental Administrators and staff
 Manager Student Administration
 The University Information Centre
 Enrolment Officers
 Staff members of Student Administrations
 Academic Services staff
 Students of the University
 Information Technology Services
 The International Office

5. BUDGETARY RESPONSIBILITY

Not applicable

6. EXPECTED OUTCOMES

- Positive and effective contribution to a working environment that encourages effective, supportive and collaborative activity in the Student Records Office leading to high staff morale and effective work outputs.
- Deadlines for administrative interaction with the wider University are met.
- Students are kept informed of matters affecting their course of study.
- Advice delivered to students and Divisions is accurate, timely and sensible.
- Student Records administrative systems are monitored, regularly reviewed and improved upon, and new systems developed as necessary.
- Student Central database is monitored, accurate and kept up-to-date.
- Promote communication among members of the Academic Services, Departments, Schools, and Divisions and liaise effectively with external parties.
- All finalist and graduation course checking is accurate and completed within agreed time frames.

7. PERSON SPECIFICATION

- Previous experience in tertiary administration is desirable, preferably at a Department level.
- A university graduate, or substantial progress towards a degree, would be desirable.
- Excellent written and oral communication skills.
- A high level of computer literacy and experience using word processing programmes, database software, spreadsheets and competence in accessing large central databases.
- Excellent organisation skills with the ability to initiate and prioritise tasks without direction and to exercise a high-level of judgement.
- An ability to work accurately to tight deadlines with competing demands.
- A professional approach to customer service.
- The ability to problem solve and negotiate.
- The ability to work independently and as a member of a team as required.
- The commitment and desire to develop and maintain effective working relationships with team members, other staff in the Division, and clients.
- The ability to accept and respond positively to change.
- An understanding of, or the ability to acquire an understanding of the New Zealand tertiary education systems and of the administrative and academic requirements of the University.
- The following skills would be desirable:
 - Experience with PC computers.
 - Knowledge of University degree regulations and its structure and operations.
 - Experience of advising students on degree and course requirements.