Job Description

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| Position: Student Registry Administrator - Records | |
| Grade: 10 | Date: March 2020 |
| Reports to: Team Leader Student Enrolment and Records | |

# Te Tirohanga Whakamua; Our Vision:

To be the skills engine driving the economic and social development of the Central North Island.

# Nga Whāinga; Our Goals:

* Partnerships that make a difference
* An Institution for the 21st Century
* All our people are equipped for the new world
* Global outreach and globalization

# Nga Whanonga Pono; Our Values:

* Relationships – Whanaungatanga
* Excellence – Kia eke panuku, eke Tangaroa
* Transformation – Te huringa whakaaro
* Agility – Kia kakamā

# Purpose of the Position:

To provide a consistent, responsive, specialized records administration service and information to all UCOL students, staff and external stakeholders. This includes for academic information, academic results and records, and awards. The role has assigned responsibility within the Public Records Act for relevant record management of academic records, results and awards.

To facilitate relevant staff in applying institutional systems and processes to ensure all academic record data is processed and approved in a timely and accurate manner. To provide academic information, and academic records to external stakeholders according to compliance reporting requirements, and to support student requests.

# Financial Delegation:

NIL

# Staff reporting to this role:

NIL

# Internal Relationships:

* Executive Deans
* Academic Portfolio Managers
* Faculty Lecturers
* Operations Managers
* Marketing and Recruitment Teams
* Communications Team
* Quality Team
* Finance Team
* Registry Team
* IT Team

# External Relationships:

* UCOL Current and past students.
* New Zealand Qualifications Authority (NZQA)
* StudyLink
* Students prospective employers and Agencies
* Third party contractors (e.g Dept. of Corrections, NZDF)
* Secondary Schools

# Key Result Areas

## Key Performance Indicator (KPI) 1 - Student Academic Records

Deliver a high-quality customer centric service that meets the academic records needs of students. Provide academic information, and academic records to external stakeholders to support student requests.

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| **What will I be doing?** | **How will I know I am doing it well?** |
| Reviewing and maintaining integrity of student academic records within Student Management System (SMS) to ensure accuracy.  Locating and retrieving academic results and records files; preparing awards and academic records for students, and external stakeholders as permitted.  Providing administration services for RPL, cross credit, aegrotat applications, conceded and conditional passes, changes of grade and impaired performance.  Monitoring the eligibility of students to receive an official academic record and provides eligible students with an official academic record/transcript.  Monitoring eligibility of students to graduate; supporting administrative processes of UCOL graduation including the collation of students’ graduation documentation; actively supporting & taking responsibility for key components in UCOL graduation. | Results data is entered, and maintained based on agreed standards and Policy.  Student Registry agreed service levels are met  Student Registry agreed service levels are met  Transcripts, and awards are prepared according to policy and agreed business processes; and within agreed timeframes.  Awards for graduation are prepared and ready for CE sign off within the agreed service level commitments...  Award documentation generated has minimal errors. |

## Key Performance Indicator (KPI) 2 - Faculty Collaboration

Collaborates with Faculty’s to ensure all academic record data is submitted in a timely and accurate manner.

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| **What will I be doing?** | **How will I know I am doing it well?** |
| Ensuring Academic Records services provides a positive experience for all stakeholders, across all channels and interactions.  Responding to all enquiries or requests about Academic Records.  Building strong relationships with all staff members and external stakeholders.  Communicating directly with students via agreed institutional communication methods recording all communication interaction and outcomes in Pātaka Korero (CRM).  Completing finance transactions relating to Academic Records and awards as required. | Communication is clear, and understood by target audience.  Feedback is prompt, professional, and courteous meeting stakeholder expectations.  Feedback from UCOL staff members demonstrates that Student Registry’s service is valued and trusted.  Evidence of contribution to building strong culture of service excellence.  Academic Records has a reputation for providing an exceptional customer centric experience.  Minimal errors recorded and reported by Finance team; transactions completed in an efficient and timely manner. . |

## Key Performance Indicator (KPI) 3 - Service Delivery

Build and maintains effective customer service relationships with all stakeholders.

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| **What will I be doing?** | **How will I know I am doing it well?** |
| Ensures Academic Records provides a positive experience for all stakeholders, across all channels and interactions.  Responds to all enquiries or requests directed to you about Academic Records in a professional, courteous manner.  Builds strong relationships with all Staff members and external stakeholders.  Communicates directly with students via text, phone and email. Records all communication outcomes in Pataka Korero (CRM).  Ensure all finance transactions relating to Academic Records and awards are completed in an efficient and timely manner. | Communication is clear, and understood by target audience.  Feedback reflects that student’s expectations are exceeded.  Feedback from UCOL staff members demonstrates that Student Registry’s service is valued and trusted.  Evidence of contribution to building strong culture of service excellence.  Academic Records has a reputation for providing an exceptional customer centric experience.  Minimal errors recorded and reported by Finance team. |

## Key Performance Indicator (KPI) 4 - Quality Assurance and Process Improvement

Maintains quality assurance and continuous improvement by looking for efficiencies to best support Academic Records requirements.

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| **What will I be doing?** | **How will I know I am doing it well?** |
| Submitting information/data required by NZQA, MOE, and other tertiary education providers.  Comply with relevant legislation, and the organisation’s academic regulations, policies and procedures. (e.g. management, storage (physical and digital) and distribution of student records)  Identifying opportunities for process and system improvement across all Student Registry functions, collaborates with required stakeholders to implement approved solutions.  Review programme, enrolment & results data integrity as negotiated between roles.  Supports SMS upgrades by IT by completing agreed testing allocations in before release to production, as it relates to the scope of the role. | Information is accurate, error free and submitted according to format requirements and within agreed timeframes.  Regulations and policy is fully complied with.  Process improvements are identified, accepted and implemented with improved service to stakeholders.  SDR runs with minimal errors; academic results and awards are accurate and error free.  Potential upgrade faults or problems are identified contributing to effectiveness of SMS on operational release of upgrades.  Seeks to continually improve the quality and efficiency of services provided by actively participating in discussions and project teams. |

## Key Performance Indicator (KPI) 5 - Team Participation

Participate and be an effective team member in the wider Student Registry team.

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| **What will I be doing?** | **How will I know I am doing it well?** |
| Actively participating in the relevant Student Registry meetings.  Participating in team discussions, providing input into matters related to Student Registry.  Participating in relevant training, coaching or mentoring. | Participates constructively in team meetings.  Participation is proactive and enthusiastic as a team member.  Actively identify areas for development and seek out appropriate training to meet that need. |

## Key Performance Indicator (KPI) 6 - Health and Safety

As an employee, under the Health & Safety at Work Act 2015, you are deemed to be a “Worker” and are responsible for the practical implementation of the systems and processes established to protect your health, safety and wellbeing while not endangering others. As an employee of UCOL, employees must ensure that they comply with UCOL’s Health and Safety Policies, Procedures, and any Standard Operating Procedures along with any relevant Legislation or Industry Standards, which apply to the delivery of their tasks or are required by their Faculty or Department.

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| **What will I be doing?** | **How will I know I am doing it well?** |
| Undertake your work safely and do not participate in activities that may place yourself and others in danger or at risk.  Comply with all health and safety information, instruction, training, and supervision.  Report any health and safety hazards, incidents, and near misses accurately and in a timely manner to your Line Manager and enter into the electronic health and safety management system (Vault).  Comply with all requirements of return to work or rehabilitation plans.  Report any faults or issues relating to health and safety into the Vault, Health & Safety Management system and ensure that your Line Manager is kept fully informed of any issues. | Nothing that the incumbent does or doesn’t do results in others being put in danger or risk or harmed.  You actively participate in any health and safety training appropriate to the role, and will at all times comply with health and safety policies, procedures and standards.  All health and safety hazards, incidents, and near misses are required to be entered into the health and safety management system immediately.  If this cannot be done immediately, it must be done as soon as practicable after the hazard, incident, near miss occurred.  Serious incidents and hazards should also be reported immediately to the Line Manager and verbally to your Senior Manager and entered into the health and safety management system.  You will comply with all of the requirements of a return to work or rehabilitation plan to ensure that they return to work in a sensible, healthy, and safe way.  Any faults or issues relating to health and safety need to be reported to your Line Manager and/or to the Health and Safety team immediately.  If this cannot be done immediately, it must be done as soon as practicable after becoming aware of the fault or issues. |

*To be successful we need to work as a team, so the responsibilities set out in this job description are not exhaustive.  As a result, after mutual agreement, we may require you to undertake other reasonable tasks as required, which are within the ability of the jobholder.*

# Core Competencies

## Tangata Tiriti – how we embrace culture.

* **Engagement** - establish and maintain effective professional relationships focussed on the learning and wellbeing of our ākonga and staff, demonstrate commitment to ongoing professional learning and development of personal professional practice by engaging in He Kākano Rua (UCOL’s Cultural Competency Framework).
* **Enlightenment** - continue to develop understanding of the Treaty of Waitangi and continue to develop knowledge of Tikanga Māori and the appropriate usage and accurate pronunciation of te Reo Māori.
* **Empowerment** – demonstrate commitment to bicultural partnership in Aotearoa New Zealand, works effectively within the bicultural context of UCOL.

## *Please note, the list below is a condensed version of the behaviours and practices; for descriptors of each behaviour, please refer to ‘Staff Competencies’ on our website or the Teams Portal.*

## Professional behaviours – how we behave at work.

* Dependable/compliant
* Resilience
* Flexibility
* Risk Conscious/ Zero Harm Attitude
* Self-Insight
* High Emotional Intelligence
* Shows initiative
* Ethics and integrity
* Personal responsibility

## Work practice – how we achieve results.

* Achievement
* Mental Power
* Critical Thinking
* Logical Reasoning
* Numerical Reasoning
* Digital competence / IT literacy
* Information
* Communication
* Innovative
* Safety
* Problem-solving

## Relationships – how we work together.

* Communication
* Verbal Reasoning
* Teamwork
* Negotiation/ Conflict management
* Building relationships
* Strategic agility
* Values diversity
* Collaboration
* Keeps student focus

# Customer & Business Support Competencies

* **Customer Focus** - motivated by exceeding customer expectations. Understands the customer perspective and uses it to guide decision making for quality service outcomes. Anticipates needs of all customers including students and stakeholders. Demonstrates professional standards and behaviours that deliver superior outcomes.
* **Negotiation skills** – able to approach differences with confidence, ensuring that personal and professional relationships remain strong.
* **Relationship management**-- maintains relationships with key stakeholders by connecting and collaborating with them. Presents a cheerful, positive manner, treating others equally.
* **Ethics and integrity**- respects and maintains confidentiality. Avoids situations and actions considered inappropriate or which present conflict of interest.

# Qualifications and/or Skills

* Diploma level qualification in records management is desirable, or equivalent records management experience.
* A minimum of three years’ experience in records management and/or database administration (financial and non-financial) is essential.
* Intermediate level of business knowledge and experience is expected. A high level of service delivery knowledge.
* Knowledge of tertiary education sector is desirable.
* High level of skill in Microsoft Office suite of products.
* Proven analytical skills.
* Experience in the use of databases.

# Personal Characteristics/Attributes

* Effective communication skills, both written and verbal
* Effective time management skills and ability to meet deadlines
* Excellent organisational skills
* Self-directed and output focussed
* Proven attention to detail
* Proven ability to take initiative
* Ability to work in a team environment is essential
* Proven excellence in customer, operational and product outcomes.

# Other Requirements

* Must have a full driver’s licence.
* Pre-employment Criminal Convictions Check.
* Clean from the influences of drugs and alcohol in the workplace at all times.

*We aim for a “can-do!” attitude where we help one another and UCOL.  For that reason, you will need to be open to reasonable changes in your duties and responsibilities and this job profile being updated from time to time, after mutual agreement, as we adapt to change and keep striving to deliver all that we can for our students.*