Post Profile

1. Role details

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| **Job Title:** | Registration Helpdesk Assistant | **School/Dept:** | Registry |
| **Reporting to:** | Senior Registry Officer (Student Records) | | |
| **Responsible for Line Management of:** |  | | |
| **Main Purpose of Role :** | To provide effective and efficient administrative support to Registry activities, in particular to the areas of student registration, records, including Registration Helpdesk support for students and staff.  This post will offer advice and guidance to staff and students to help them carry out their part in processes easily and accurately. As a key actor in our regular processes, and having direct daily contact with our staff and student service-users, the post-holder is central to making us better.  Assist in the effective delivery of all professional activity ensuring excellent customer service at all times, working in a flexible manner. This may involve planned overtime working during key peak periods of activities. | | |
| **Grade :** | 3 | | |

1. Main accountabilities for the role:

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| **Registry Administration** |
| 1. Manage relevant email inboxes, calendars and telephone lines. Respond to queries from students, staff and external stakeholders, ensuring that a professional, customer-focused, prompt response is delivered and escalating as necessary. |
| 1. Promptly action regular tasks to enable registration and maintenance of accurate student records, following standard procedures & regulations and highlighting any irregularities to supervisor. |
| 1. Assist with processes relating to external SAAS, SLC and Council Tax returns, using various GCU and external systems and responding to general queries, escalating where necessary. |
| 1. Update university systems accurately and in accordance with University regulations and procedures and relevant external compliance requirements, e.g. SAAS, home office, data protection, internal policies, etc.. |
| 1. Produce academic transcripts, confirmation of award and student status confirmations in response to requests from students, graduates and third parties, using university systems, following standard operating procedures, ensuring response are made within published timescales. |
| 1. Take a proactive approach to continually reflect on duties and practice and suggest improvements to processes, documentation and templates, to ensure they remain effective, efficient and comply with legislation and good practice. |
| 1. Provide administrative support for clerking both formal and informal meetings as required. |
| 1. Assist with the supervision, training and administration of casual staff as required. |
| **Compliance and Information Governance** |
| 1. Ensure all work meets the requirements of the University’s Information Security policies & practices. |
| 1. Be aware of University processes, regulations and deadlines within area of responsibility, and highlight instances of non-compliance to supervisor. |
| **Other** |
| 1. Demonstrate the University’s [Values & Behaviours](https://www.gcu.ac.uk/peopleservices/gcuvaluesandbehaviours/) in all work and interactions with students, colleagues and external partners. |
| 1. Assist, as necessary, at major Registry activities such as Registration, Exams and Graduations. |
| 1. Plan and prioritise workload to ensure all deadlines and service level agreements are met, liaising with colleagues and escalating any issues to supervisor immediately. |
| 1. Work with colleagues from all areas of the University to deliver an excellent student experience, particularly in relation to handling situations requiring sensitivity to the needs and feelings of others. |
| 1. Any other tasks appropriate to the post and in line with University business needs. |

1. Person Specification

**Essential (E)** criteria are the defined minimum criteria required to effectively carry out the role. **Desirable** **(D)** criteria can be described as criteria which enhances job performance.

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| **Expected Criteria** | **Assessment Method** |
| **Educational and/or Professional Qualifications** |  |
| E1 - HNC level or equivalent relevant experience | Application  Qualifications |
| **Skill, Knowledge and Experience** | **Assessment Method** |
| E2 - Intermediate working knowledge in the use of MS Excel and MS Word  E3 – Articulate, with attention to detail and strong numeracy skills  E4 – Ability to follow standard processes, resolving basic problems within the process framework and escalating more complex issues promptly  E5 – Team player  E6 - You can communicate in a friendly, professional way and can demonstrate how you have done this effectively in the past  E7- Ability to manage own workload to meet required output and timescales and seek help when targets might not be met or there is conflicting priorities  D1 - Experience in working with Student Information Management Systems | Application  Interview  Reference |
| **Behaviours** | **Assessment Method** |
| E8 – Ability to spot opportunities to improve what we do and can show when you have done this before  E9 - Proactive, innovative, transparent, responsible, collaborative and flexible in all aspects of work  E10 - A passion for great administration and you can show how you have delivered great results in the past  E11 - An understanding of how to achieve results in partnership with others, through negotiation, influence and positive persuasion | Application  Interview  Reference |