

Job Description

Job Title	Business Support Assistant
School/Service	Academic Registry
Grade	D
HERA Reference	HERA/20087
Responsible to	Academic Registry Manager
Responsible for	
Job Purpose: <p>Academic Registry provides academic and student support for the student record and assessment through to award; feeding into and impacting on government legislative returns, professional body compliance and HE regulations/quality whilst supporting key objectives in achieving university strategic aims.</p> <p>The post holder will deliver a range of professional services to support the core functions and processes in relation to the student record, assessment and academic administration. The post holder will be expected to work in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of all stakeholders.</p> <p>The post holder is expected to work collaboratively and flexibly with professional service staff across teams in the Academic Registry to proactively contribute to continuous improvement activity and the delivery of service excellence.</p>	
Main Duties and Responsibilities <ol style="list-style-type: none">1. To work in liaison with Academic Registry Professional Service Staff and other professional services to ensure core functions and processes that support the student and course journey, are effectively delivered to meet the needs of the business.2. To accurately input and maintain student data into the student record system, to file and retrieve information from established electronic filing systems and to set up new systems as required and to monitor and maintain accurate records of student attendance and academic progression, undertaking follow-up action as required, all in accordance with University policy and procedures, academic, statutory, regulatory and professional requirements.3. To provide a high quality and effective customer and liaison service via multiple channels of communication for students, academic staff, other professional services staff and external stakeholders in a respectful and compassionate manner.4. To arrange and service meetings including the preparation of agendas, minuting of meetings, distributing action sheets, maintaining up-to-date records and undertaking any appropriate follow-up action.5. To comply with legislation and regulations on GDPR, freedom of information and intellectual rights and maintaining standards of security and confidentiality.6. To provide support to staff, students and apprentices through the induction and enrolment process and throughout the academic year and to support, where required university-wide events such as Open/Applicant Days, Graduation, Welcome and Registration	

7. To develop and contribute to a culture of outstanding performance and continuous improvement by demonstrating a positive and proactive approach to change.
8. To proactively engage in relevant personal and professional development to ensure currency of skills and knowledge required to work in a modern Academic Registry.
9. To adopt and demonstrate values and behaviours which are aligned to UCLAN's values, ensuring that the role is fulfilled by supporting teamwork, compassion and attention to detail
10. Any other duties commensurate with the post and the grade as agreed with the Academic Registry Manager

An ability to work flexibly is essential to ensure the University can achieve its objectives and aspirations. The post holder may be expected to undertake other duties as appropriate to the role and grade as requested by the manager to meet business needs. On occasion weekend/evening work may be required

With regards to the nature of your role and its impact upon our students, make an active contribution to and support the improvement of the student experience

Person Specification

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Attributes	Essential	Desirable	Measured By
Work Experience	<p>Demonstrable experience of current administrative practices in a busy office environment</p> <p>Experience of organising, updating and maintaining accurate computerised records and files</p> <p>Experience of working in an environment providing professional services</p>	<p>Experience of working in an education environment</p> <p>Evidence of proactiveness in the review of working practices</p> <p>Experience of complying with regulations, policies and procedures</p>	Application and Interview
Education/Qualifications	<p>A range of GCSEs, including English Language and Maths at Grade C or above, or appropriate equivalent experiential learning</p> <p>Word Processing/typing/IT qualification or demonstrable equivalent experiential learning</p>	'A' level or equivalent qualifications	Application
Skills/Abilities	<p>Demonstrable evidence of proficiency in the use of IT and Microsoft Office suite of packages</p> <p>Strong planning and organisational skills</p> <p>Ability to work consistently under pressure, prioritise work and meet deadlines</p> <p>Ability to research, organise, analyse and present information both verbally and in the form of reports</p>	Ability to produce accurate, timely minutes.	Application and Interview

	<p>Demonstrable evidence of strong communication skills both written and verbal,</p> <p>Demonstrable evidence of effective cross-functional team working and being adaptable to changing circumstances</p> <p>Evidence of excellent attention to detail with the ability to maintain a high level of accuracy</p> <p>An awareness of confidentiality, GDPR and matters of IT security</p> <p>Ability to work collaboratively with all key stakeholders and colleagues</p>		
Other	<p>High degree of self-motivation and resilience with a positive and proactive approach</p> <p>Ability to problem solve, contribute ideas and solutions, and demonstrate initiative and flexibility</p> <p>A demonstrable commitment to service excellence and continuous improvement</p> <p>An understanding of and demonstrable commitment to the University's Values of Common Sense, Compassion, Teamwork, Attention to Detail, and Trust as a framework for decisions, actions and behaviours.</p>	Demonstrable evidence of working unsupervised and being an effective member of a high performing team.	Application and Interview