# Job Description

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<th>Job Title: Student Office and Records Administrator</th>
<th>Post holder:</th>
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**Reporting To: Assistant Senior Tutor (Graduates)**

Main Purpose of Role/Overview:
The post holder will have responsibility for providing comprehensive administrative support to ensure effective running of the Student office.

**Main Responsibilities & Duties:**

1. Respond to email and phone enquiries directed at the Student Office (Tutorial), and redirect as appropriate. Send out notices, reminders and correspondence as required.

2. Maintain and update student databases within University and College, including utilising College wide IT administration system and CamSIS

3. Send out and forward College and University notices, reminders and correspondence as required.

4. Ensure orderly maintenance of up to date student files and assist with data for relevant University returns. Archive files when students graduate as appropriate.

5. Manage and maintain student health data and disability liaison matters, including maintenance of student support documentation.

**Standards of Performance/Results:**

1. Ensure swift and accurate responses to ensure student satisfaction, maintaining a database of standard documents, letters and forms as appropriate.

2. Accurate information regularly maintained and website updated accordingly.

3. Promptly and accurately as required.

4. Up to date files and timely accurate data provided, ensuring efficient document retrieval.

5. Ensure sensitive and personal data is appropriately distributed, stored and processed properly and in accordance with data protection requirements

V1 June 2021
6. In collaboration provide support to other members of the team, coordinate induction events for new students, including registration of freshers which occur at a weekend.

7. Write and provide content for all administrative documents, files and related items concerning students, including letters, academic references, job references and reports.

8. Maintain and monitor passport and visa records and registers for overseas students, liaising with the International office as required.

9. Ensure compliance with legal frameworks, including data protection and record keeping, safeguarding and student welfare.

10. Act as Primary contact for student/parents and be the designated contact with the University childcare office.

11. Assist with admissions, general enquiries, and accommodation as required, supporting other team members as appropriate.

12. Assisting with the control and ordering University Cards and Administer the parking permits scheme in liaison with Porters’ Lodge.

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required and all employees are expected to work collaboratively to support the overall work of the College.

6. Ensure all events run smoothly and information disseminated accordingly to ensure best experience for students, monitoring success as appropriate to reflect changing needs.

7. Ensuring accuracy and swift responses.

8. Ensure accurate registers and appropriate proactive liaison undertaken.

9. Legal requirements met and no complaints received.

10. Respond to any queries appropriately and in a timely manner.

11. Excellent communication with potential students and College members.

12. Promptly and accurately for student use.

Scope/size of role (budgets, people, etc):

Significant internal/external relationships:
Student office, Senior Tutor, Tutors, Admissions, Old Schools including Applications Committee, Board of Examination and Proctors, Domestic Bursar, Development Office, Bursary and other College departments.

Objectives (as per PDR) or key milestones:

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