

1. Service	Education, Leisure and Housing
2. Area	Education (Curriculum and Community Learning)
3. Job Title	Student Records Officer
4. Location	Orkney College
5. Reporting To	Business Manager
6. Grade	G6
7. Job Evaluation Reference	A5043
8. Competency Band	A

9. Job Purpose

Provide a range of student records services in accordance with the Colleges strategic and operational objectives, contributing to the development of new policies and procedures where appropriate. The post holder will ensure completeness, accuracy and timeliness in all aspects of the role, utilising a range of appropriate software solutions. The post holder will maintain an up to date knowledge of guidance, procedures and software solutions related to the role. They will represent the College across a range of internal and external forums and will ensure a high level of customer service at all times.

10. Job Specific Duties and Responsibilities

Courses - set up and maintain courses within the SITS student records system ensuring compliance with internal and external data and quality requirements. Resolve any queries liaising with appropriate stakeholders as required.

Timetabling – day-to-day management of timetable co-ordination, ensuring accurate operation of timetabling and attendance software, working with the relevant curriculum managers to set up annual timetables.

Registration – enter students onto the units relevant to their programme of study within the SITS student records system ensuring compliance with internal and external data and quality requirements. Resolve any queries liaising with appropriate stakeholders as required.

Progression Boards – undertake local Progression Boards with appropriate staff, checking student results and eligibility for awards. Follow up with results confirmation process. Participate in UHI networked Progression Boards. Resolve any queries liaising with appropriate stakeholders as required.

Award Bodies – assist in returns to relevant award bodies such as SQA utilising the SITS student records system or other relevant methods as appropriate. Resolve any queries liaising with appropriate stakeholders as required.

Attendance Registers – set up and maintain attendance registers. Provide attendance information to internal and external stakeholders as required. Resolve any queries liaising with appropriate stakeholders as required.

SFC Returns – internally managing returns including investigation and resolution of errors, and the completion and submission of annual FES return

Audits -prepare for and engage with annual FES audit and other audits as required.

Reporting – provide reports from relevant systems to a range of stakeholders as required for regular and ad hoc purposes

End of year - undertake closure of academic year process, including rolling forward of appropriate student records.

Annual awards ceremony - produce invitations for both further and higher education levels ensuring invitations are accurate i.e. student has achieved the relevant award and in line with UHI guidance, oversee recording of student responses

Surveys – assist with student related surveys as required externally and internally in the method and timeframe prescribed by the relevant organisation.

Meetings - as a member of relevant local and UHI committees, attend and engage both in person and by VC.

Development – where applicable to own area, undertake the implementation locally of UHI-wide initiatives, engaging with internal and external organisations as relevant.

11. General Duties and Responsibilities

Working Environment

Predominantly office based. Occasional travel both within and out with Orkney.

Communication

The postholder will engage with colleagues, students, external organisations, management and auditors.

Responsibility for Employees

No line management responsibility. Will provide training and support to other staff as and when required in own area of expertise.

Financial Resources

No direct responsibility but the post holder ensures data accuracy, safeguarding grant income.

Information Systems

The postholder will use a range of computer packages including SITS, FES online, CELCAT, Microsoft Office including dashboard reporting, SharePoint and SQA Connect.

12. Corporate Responsibilities

As an employee of Orkney Islands Council; the postholder is required to:-

Observe the Council's policies regarding the data protection and confidentiality of information.

Observe the Council's Health and Safety and Risk Management policies

Be aware and adhere to the Council's policy on Equal opportunities and Diversity.

Undertake any training as necessary to carry out the duties of the post.

Participate in the Employee Review and Development Scheme as appropriate.

Undertake any other work as required up to and commensurate with the grade for the post.

The post holder may be called upon to support the response required to an emergency in line with the Civil Contingencies Act 2004.

13. Criminal Records Checks - please select the relevant option(s)

- This post does not require a check on criminal conviction history
- Under the Rehabilitation of Offenders Act 1974 (Exclusions and Exceptions) (Scotland) Amendment Order 2015 you are required to disclose all criminal convictions from the 'offences which must always be disclosed' list and non-spent convictions from the 'offences which are to be disclosed subject to rules' list.
- This post requires a satisfactory Basic Police Act Disclosure check.
- This post requires a satisfactory Standard Police Act Disclosure check.
- This post requires a satisfactory Enhanced Police Act Disclosure check.
- This post requires PVG Scheme membership in respect of regulated work with Children.
- This post requires PVG Scheme membership in respect of regulated work with Adults.

14. Significant/Regular demands associated with the Role

Task	Relevant (please tick) ✓	Task	Relevant (please tick) ✓
Driving (Car/Van)		Exposure to Excessive noise	
Driving (HGV/PCV)		Use of vibrating tools	
Display screen use	✓	Contact with skin irritants	
Food handling		Contact with lung irritants	
Lone working		Work involving strenuous effort	
Shift working		Working at height	
Night working		Working in static and/or awkward positions	
Working with people requiring physical assistance		Working in confined spaces	
Working with people with challenging behaviour		Sea going post	
Working with vulnerable adults		Wearing breathing apparatus	
Working with children	✓	Working near traffic	
Administration of prescribed medication		Other (please specify)	

15. Politically Restricted Post

Yes No

This post is classed as a politically restricted post under the provisions of the Local Government and Housing Act 1989.

16. Contractually Required Professional Registration

Holding, maintaining and evidencing as requested registration with the identified professional body/organisation is a contractual requirement of working in this post. The specific level of registration required to be held is specified in the Person Specification under Qualification/Attainments.

- General Teaching Council for Scotland (GTCS)
- Scottish Social Services Council* (SSSC) * or other relevant professional accepted by the SSSC.
- The Law Society of Scotland
- The Chartered Institute of Personnel and Development (CIPD)
- Other, please specify below: _____

17. Unsocial and Other working arrangements relevant to this post

The working pattern for this post requires that contractually you are required:

- To work on a rota that requires regular 5 day over 7 working including weekends for which you will be paid 10% Unsocial Hours Allowance;
- To work on a rota that requires regular 5 day over 7 working including weekend and nights for which you will be paid 15% Unsocial Hours Allowance;
- To work all contracted hour at weekends, for which you will be paid a 25% Unsocial Hours Allowance;
- To work all contacted hours during the night, for which you will be paid a 33% Unsocial Hours Allowance;
- To participate in a rota of Sleep In cover at your place of work, for which you can claim sleep over allowance;
- To participate in a standby duty rota, for which you can claim standby allowance.
- To work additional hours depending on the exigencies of the services.

18. Agreement of Job Description (digital electronic signatures only)

Manager: _____

Human Resources: _____

19. Employee Acceptance of Job Description

Signature: _____

Date: _____

PERSON SPECIFICATION

Service: Education, Leisure and Housing		Area: Education (Curriculum and Community Learning)	
Post Title: Student Records Officer			
Factor	Criteria	Essential or Desirable	How Assessed
Knowledge and Experience	Experience of using spreadsheets or databases to present and manipulate complex data.	Essential	Application Form and Interview and Practical Assessment
	Experience of interrogating systems, analysing and interpreting the data.	Essential	Application Form, and Interview and Practical Assessment
	Experience of interpreting and following guidance and policy documents.	Essential	Application Form and/or Interview
	Experience of implementing new processes and procedures.	Essential	Application Form and/or Interview
	Experience relational databases.	Desirable	Application Form and/or Interview
	Experience of SQL/T-SQL report writing.	Desirable	Application Form and/or Interview
	Experience of working in an education environment.	Desirable	Application Form and/or Interview
	Experience of producing information for auditors, responding and following up on audit actions.	Desirable	Application Form and/or Interview
Qualifications/ Attainments	HND or other SCQF level 8 qualification in a relevant area.	Essential	Application Form
Other Requirements	Ability to travel efficiently and effectively between various work locations within Orkney to meet the operational requirements of the Service.	Essential	Screening question

Core Competencies – These are the target behaviours the post holder should display
(Competencies are Essential criteria and are assessed as part of the interview process)

Being Customer/ client focused	<ul style="list-style-type: none"> ▪ is respectful and courteous to customers/clients ▪ understands and resolves customer/clients' needs ▪ takes opportunities to improve customer/client services ▪ is aware of service levels expected and strives to meet them ▪ seeks and acts on feedback from customers/clients ▪ supports others when dealing with customers/clients
Working effectively with others	<ul style="list-style-type: none"> ▪ treats others in a fair and equal manner ▪ considers and respects other peoples' ideas/opinions ▪ co-operates with others in the workplace ▪ adapts own views and ideas for the good of the team ▪ goes out of their way to help others.
Managing Change	<ul style="list-style-type: none"> ▪ is willing to try new or different ways of working ▪ displays a flexible attitude to duties and responsibilities ▪ reprioritises own work when deadlines are changed ▪ helps others to adapt to change
Taking ownership and responsibility	<ul style="list-style-type: none"> ▪ manages own time effectively and works productively ▪ responds positively to feedback and takes appropriate action ▪ ensures own knowledge and skills are sufficient for the job ▪ considers how own behaviour affects others and changes accordingly ▪ recognises and acts when something needs to be done
Communicating effectively	<ul style="list-style-type: none"> ▪ listens carefully and asks questions if understanding is unclear ▪ uses simple and clear language ▪ seeks advice when necessary ▪ provides clear and accurate information ▪ uses appropriate body language and eye contact
Planning and decision making	<ul style="list-style-type: none"> ▪ works in a planned and organised way ▪ follows instructions and procedures ▪ understands what decisions can be taken within own duties and makes them when required ▪ takes account of available resources when planning own work activities.
Leadership	<ul style="list-style-type: none"> ▪ recognises own leadership skills and abilities, and takes responsibility for using and developing these ▪ seeks feedback from others to motivate and improve own leadership. ▪ resilient and finds ways through challenging situations. ▪ identifies and works towards a shared purpose or goals ▪ values and respects the contributions of others. ▪ shares information and promotes effective knowledge management