

JOB DESCRIPTION

Job Title: Student Attendance Monitoring Administrator
Ref no: REG463
School/Service: Academic Registry
Grade: 4
Starting Salary: £24,650 per annum to £28,023 per annum (includes outer London weighting allowance)

Period: 1 year fixed term

Reporting to: Head of Student Administration and Data Management

Overall Purpose: To be responsible for supporting academic departments in the collection, input and maintenance of student attendance data. To ensure that attendance data is timely and complete.

Principal Duties:

- To support the Student Attendance Monitoring Manager in ensuring compliance with the student attendance monitoring process and procedures.
- To liaise with the relevant Academic staff to ensure complete student attendance records are supplied in a timely manner.
- For specific academic areas, to assist in the input and maintenance of student attendance data.
- To provide guidance to staff regarding the University attendance monitoring requirements.
- To build weekly reports on attendance data using student database systems and Microsoft Excel functions to analyse the data.
- To report on areas of non-return of data to the Attendance Monitoring Officer. Produce and monitor regular reports on attendance records from the student records system for all taught University programmes.
- Identify and escalate cases that are in breach of the University attendance monitoring policy for Student Route sponsored students and report these to the Student Visa Compliance Team.
- To be responsible for applying agreed follow-on actions based on attendance data in accordance with university processes and procedures.
- To ensure co-ordination between the Progression & Support, Student Records and Student Visa Compliance teams in respect of students withdrawn or suspended for poor attendance.

- To contribute to the development of new or enhanced attendance monitoring systems.
- To utilise visual management to understand situations, to identify strengths and weaknesses and to encourage improvements.
- To utilise standard work procedures as the basis of delivering high levels of service.
- To utilise key performance indicators (KPIs) to measure performance and help drive improvements.

General duties:

- To undertake training and staff development as appropriate to the grade and nature of the post.
- The above list of tasks is not exhaustive and working as part of the Academic Registry, the post-holder will be expected to work flexibly and co-operatively with other members of the team providing cover and assistance when necessary.
- Other tasks that may be required by Academic Registrar, with particular reference to major events such as, enrolment and induction, examination invigilation, Universities and Colleges Admissions Service (UCAS) Confirmation and Clearing and graduation ceremonies, when all administrative staff are expected to participate.
- As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post-holder.
- The post-holder will actively follow Middlesex University policies including Equality & Diversity policies.
- The post-holder will carry out any other duties as are within the scope, spirit and purpose of the job as requested by the line manager

PERSON SPECIFICATION

Job Title: Student Attendance Monitoring Administrator

Your supporting statement on your application form will be assessed to see how you meet each of the following criteria

Essential Selection Criteria:

- E1. Educated to GCSE A level or an equivalent qualification; or possess other relevant and equivalent experience
- E2. Experience of team work in a busy, deadline focused environment.
- E3. Experience of providing high levels of customer service
- E4 Experience of giving information and guidance to customers
- E5. Experience of entry or maintenance of data on an IT system or database
- E6 Knowledge of the student lifecycle in higher education.
- E7 Demonstrable commitment to fairness and the principles of equality and inclusion.
- E8. Excellent IT skills using Microsoft Office applications and in particular the manipulation of data in Excel.
- E9. Demonstrable teamwork skills and the ability to work on own initiative when necessary.
- E10. Good oral and written communication skills.
- E11. Highly organized with the ability to prioritise effectively to achieve set goals and milestones.
- E12. A high level of accuracy and attention to detail especially during busy periods

Desirable Selection Criteria:

- D1. Knowledge of student visa compliance processes, particularly attendance or engagement monitoring.
- D2. Experience of using the Banner student records system.
- D3. Experience of working with student attendance data in higher education.

TERMS AND CONDITIONS

Hours: 35.5 hours per week, actual daily hours by arrangement

Fixed Term Contract

This temporary appointment is for the following allowable reason:

- To carry out specific work on student attendance monitoring

If you are applying as an internal candidate to do the temporary post as a secondment please discuss this with your line manager first and read our [Secondment Guidelines](#).

Annual Leave: 25 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

No Parking at Hendon campus: There are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders. If you are applying for a post at our Hendon campus please ensure you can commute without a car.

M U Services Limited

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff and will be employed by MU Services Limited. All University policies and procedures and the University Professional Services Staff Handbook will apply to MU Services Limited staff during their employment, unless where expressly stated otherwise.

Information on public transport to Hendon can be found here:
<http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

We value diversity and strive to create a fairer, more equitable work environment for our staff and students.

We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.

The post-holder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations.

What Happens Next?

You can submit an application through our jobs portal: jobs.mdx.ac.uk

Closing date for receipt of applications: See advertisement for details

Interview date: see advertisement for details

If you wish to discuss the job in further detail please email Alison Sorrell
A.Sorrell@mdx.ac.uk

If selected for interview, you will hear directly from someone in the School/Service, usually within 3 weeks of the closing date. If you do not hear from us you may assume that your application was unsuccessful.