

JOB DESCRIPTION



Job Title: Student Records Administrator
Department: Registry
Faculty/Professional Service: Division of Education
Location: London
Reports to: Student Records Manager
Full Time/Part Time/Casual: Full-time
Grade: Grade 3
Overall Purpose of the job: The post holder will report to the Student Records Manager and is responsible for the delivery of a high quality, customer-focussed administration service for the Registry and School. The post holder will be responsible for administration of the School's student records, processing requests and enquiries, as well as advising key stakeholders on School regulations, policies and procedures.

General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To find out more please visit our [Introducing LSHTM page](#).

Our Values

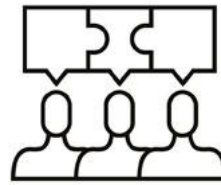
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

FACULTY/DEPARTMENT INFORMATION

Registry

The School's Registry has responsibility for supporting teaching and research training programmes by maintaining and advising on strategy, policies, procedures and regulations; processing applications and applicant visas, admitting and registering students; managing scholarships and tuition fees, supporting students during their study, administering assessments and processing awards.

Further details, including a full list of Registry staff and an organogram, can be Found [here](#).

LSHTM operates a hybrid working model that enables employees splitting their working time between LSHTM buildings and either home or another suitable remote workplace. In line with that, all Registry staff are expected to attend London office eight days per month on average.

Main Duties and Responsibilities

Under direct supervision of the Student Records Manager, the post holder will provide support to the School's student administration by:

- Ensuring appropriate maintenance of student-based records,
- Ensuring accuracy of electronically held student data,
- Performing periodic validation and exception reports on student data,
- Preparing all forms of academic documentation relating to current studies or confirming studies (and award) for former and current students,
- Processing interruption of studies, Research Study Leave, upgrading and other relevant student record management forms for postgraduate taught Master's and postgraduate research degree students,
- Processing requests within the School's Research Degree Record management system,
- Processing third party requests for student references and progress reports
- Assisting with the preparation of student data for statutory returns throughout the academic year,
- Maintaining an up-to-date knowledge of relevant School regulations policies and procedures,
- Providing staff and students with accurate and timely advice on School regulations, policies and procedures
- Ensuring compliance with School regulations, policies and procedures by students and staff,
- Provide the highest levels of customer service and operational delivery, contributing to the development of School's administration processes and procedures as part of the Student Records team,
- Proactively raising issues to the Student Records Manager or Head of Student Records, offering potential solutions where possible; and
- Engaging in personal development and training, not only through attendance at recognised events but also through taking an active interest in the broader work of the School

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual Performance and Development Review (PDR).

PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

Competency	Evidence	E / D
Education, Qualifications and Training	<ul style="list-style-type: none"> Educated to degree level or able to demonstrate equivalent professional experience 	E
Experience	<ul style="list-style-type: none"> Experience of working in higher education administration 	E
	<ul style="list-style-type: none"> Experience of interpreting and implementing regulations, policies and procedures. 	E
	<ul style="list-style-type: none"> Experience of using a large student records database 	E
	<ul style="list-style-type: none"> Experience providing an effective level of customer-based service 	E
Knowledge	<ul style="list-style-type: none"> Sound knowledge and understanding of the UK Higher Education sector and how it operates 	E
	<ul style="list-style-type: none"> Knowledge of the SITS student records system, including analysis of data 	E
	<ul style="list-style-type: none"> Knowledge of relevant legislation (GDPR, Equality Act etc.) 	E
General	<ul style="list-style-type: none"> Ability to prioritise own workload and work flexibly to meet conflicting deadlines, often under pressure. 	E
	<ul style="list-style-type: none"> Ability to work as part of a team and independently 	E
	<ul style="list-style-type: none"> Very strong attention to detail and accuracy skills. 	E
	<ul style="list-style-type: none"> Excellent verbal, written and presentation skills. 	E
	<ul style="list-style-type: none"> Highly competent in a wide range of IT applications and software. 	E

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: Oct 2024

Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the Professional Services salary scale, Grade 3 scale in the range £29,514 - £33,207 per annum pro rata (inclusive of London Weighting).

The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

Application Process

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to jobs@lshtm.ac.uk.

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

Asylum and Immigration Statement

LSHTM will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

This role does not meet the minimum requirements set by UKVI to enable sponsorship under the skilled worker route. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.