

Student Records Officer

Job Description

The Role

Job title:	Student Records Officer
Department:	Academic Services
Responsible to:	Head of Registry
Location:	Cirencester
Salary:	Grade 5 - £26,707 – £31,236 (depending on experience)
Term:	21 hours per week (0.6 FTE) Permanent
Relationships with:	Students, Academic staff, Academic Services teams, Collaborative partner institutions, professional, statutory and regulatory bodies, committee and panel chairs, external stakeholders

Purpose

This role is offered as a job-share for 21 hours per week (0.6FTE). The University offers a hybrid approach to work; there will be some capacity for working remotely however it is expected that this role will be predominantly based on campus. Please note that working hours are to be agreed upon appointment.

Working within the Head of Registry and Student Returns and Reporting Manager, the post holder will take responsibility for the day-to-day management of student records, responding to staff and student requests on the application and interpretation of university policies for students and the University's regulations, including for collaborative partner organisations.

The responsibilities of the team include the operation of student records systems, the analysis and reporting of data, supporting the operation of student processes and the resolution of student queries. All members of the Academic Services department work flexibly to support each other and therefore this role holds opportunities for gaining a wider range of experience in academic administration.

As part of the Academic Services department the postholder will carry out all necessary administrative duties to support the maintenance of student records, including module registration, programme enrolment and fee records, in order for Academic Services to deliver a professional, customer-focused service which supports students, academic staff and professional services through the provision of accurate data and contributes to an excellent student experience.

Key Responsibilities

- 1.** Provide the student facing services for the Student Records, Operations and Returns team directly to students, staff and external parties, through serving as the first point of call for the team
- 2.** Provide accurate advice and guidance to resolve general enquiries, in person, by telephone and by email from staff, students and external enquirers, sign posting to others where necessary
- 3.** Report and analyse the root cause of common queries and work with Academic Services staff, and colleagues from the University's other professional services to devise solutions, such as FAQs, improved information on the student system, or where policies may require review
- 4.** Maintenance of records relating to students, including students from the University's collaborative partner institutions, enquires and correspondence, identifying incomplete records and chasing and inputting missing information
- 5.** Accurate monitoring and reporting of student status (interruptions, transfers, suspensions, withdrawals), including preparing information on student registration for the purposes of invoicing collaborative partner institutions
- 6.** Preparing and issuing student status letters and council tax exemption certificates as well as liaising with local councils
- 7.** Assist with the organisation and administration of registration and enrolment
- 8.** Assist the monitoring of student attendance in house, and support the Head of Registry with the Student Loans Company reporting tasks that takes place throughout the academic year
- 9.** Deal with requests for replacement ID cards and confirmation letters for students, and previous-students, including- when required- the production of replacement transcripts and certificates
- 10.** Undertaking general administrative duties to support the wider department at critical periods in the academic year, for example supporting the Exams Admin team during the busy assessment board cycle, or the university, as appropriate at key points of activity.

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.

- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.
- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.
- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

Person Specification

Qualifications	Essential (E) or Desirable (D)	Measured by; A – Application form B – Interview C - Presentation
High standard of education with at least Maths and English at grade C GCSE or equivalent experience that demonstrates high level of literacy, numeracy and analytical skills.	E	A
A degree in a relevant numerate discipline	D	A

Knowledge, Skills & Experience	Essential (E) or Desirable (D)	Measured by; A – Application form B – Interview C - Presentation
Sound level of competence in Microsoft Office applications	E	A, C
Experience with using student records systems (e.g. Quercus, SITS, Banner)	E	A, B
Experience in an administrative role in a customer service environment	E	A, B
Well organised with the ability to work unassisted and use initiative to manage and organise own workload	E	A, B, C
Evidence of strong analytical skills including the ability to explore and evaluate complex sets of information, draw conclusions and propose potential solutions to logistical problems	E	A, B, C
Excellent communication skills with the ability to build successful working relationships and develop and maintain collaborative working relations across internal organisational boundaries	E	A, B
Manage multiple demands without losing focus or energy and to maintain accuracy in a busy environment	E	A, B, C
Reflect regularly on your own experience and performance, and constantly seek to improve	E	A, B
Able to maintain confidentiality and work within the General Data Protection Regulations	E	A, B
Able to work flexibly according to the demands of the role e.g. occasionally early morning starts and/or late finish	E	A, B
An understanding of the role of an Academic Services department in an education setting	D	B
Experience in an academic services-related role	D	A

Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role.
- Informal enquiries can be made to Gina Smith, Head of Registry – Gina.Smith@rau.ac.uk

- **Closing date:** 25 January 2026 with **Interviews on:** 12 February 2026
- We acknowledge receipt of all applications within two working days. If you do not receive an email from us after submitting your application, please let us know by sending a new email **without any attachments** to Human.Resources@rau.ac.uk so we can check if your application has reached us.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are under-represented within the RAU at this level