

Job Title:

Student Services Officer, with primary responsibility for the College's Academic Registration Process and Student Records

Reporting to:

Head of Academic Administration

Hours:

Monday - Friday 09:00 - 17:30/10.00am – 6.30pm

Additional hours as may be required in line with the service needs

Focus of Role:

This job description is indicative of the tasks anticipated and, it is recognised that it would change and evolve over time. It will also vary in light of the college's academic calendar.

Working as a part of a team responsible for centralised academic administrative functions and co-ordination of faculty administration systems.

Registration

- Responsible for maintaining the accuracy, integrity and security of student records
- Responsible for adherence and review of policies and procedures relating to academic registration
- Management of online registration schedules in line with academic calendar
- Management of Online Registration Process
- Management of Academic Registration Rollover post Examinations Boards
- Collaborate with the IT department in relation to software
- Assist in the scheduling and management of Induction Programme
- Dealing with day to day registration queries
- Managing the Process of Changing Learner Records both, Personal and Academic
- Management of Registration Information to Validating Bodies
- Dissemination of Information to External Bodies (HEA, Dept of Social Protection etc.)

Examinations

- Submission of Examinations Papers
 - Request Examination Papers from Lecturers in a Timely Manner
 - Send Necessary Information and Documentation to Lecturers
 - Remind Lecturers of Deadlines
 - Format and Proof Examination Papers in Uniformed Manner
 - Send Examination Papers to External Examiners in Secure Manner
- Examinations Sittings
 - Circulate Examinations Timetables to Appropriate Personnel
 - Assist in the employment of Invigilators
 - Send Invigilators Information Packs – details of role/responsibilities
 - Book Examinations Venues
 - Preparation of Examinations Venues
 - Production of Seating Plans/Examinations Attendance Sheets

- Copying of adequate numbers of exam papers
- Assisting in the arranging of Student Special Needs/ requirements
- Assist in the administrative procedure of collection of exam papers and return of scripts of by Invigilator
- Assist in the administrative procedure of the Handover of Examinations Scripts to Programme Administrators
- Release of used past exam papers to relevant personnel/students/moodle
- Examinations Board Meetings
 - Assist in the Preparation of exam statistics
 - Assist in the production, and copying of Examinations Broadsheets Assist in the preparation of Conferment Lists
 - Assist in the checking of conferment parchments (graduation)

Graduation

- Preparation prior to the ceremonies
 - Assist in the preparation of conferment lists to confirm the eligibility of students to graduate at each ceremony.
 - Assist in the Production of statistical data of previous Graduation Ceremonies in order to calculate the configuration of future ceremonies.
 - Assist in the Production of Graduation Ceremony Schedules
 - Assist in the checking that eligible candidates are invited to the appropriate graduation ceremony
 - Assist in the liaison with Faculties in relation to student prize winners
 - Assist in the Production of Graduation Booklet
 - Assist in the liaison with external suppliers in relation to material required for Graduation ceremonies
 - Assist in the Production of Diploma Supplements
- At Graduation
 - To work closely with the Graduation Officer in ensuring that each ceremony is appropriately staffed
 - To work closely with the Events team to assist in any queries including health and safety, lost property and supplier issues

Academic Student Records

- Processing requests for academic records
- Processing and maintaining of records in relation to collection / posting of parchments to graduates after graduation.
- Processing requests for academic documents and award verification letters for alumni
- Processing educational verification requests for external bodies

Skill Set required

- Excellent interpersonal and communication skills
- Good planning and organisation skills
- The ability to work on his/her own initiative and as part of a team
- Good IT skills
- Confidentiality and discretion to a high degree are expected
- Good knowledge of MS Office

The following are desirable:

- Experience of working in an administrative function within a third level institution
- Experience of working in a customer focused environment
- Experience of supervising staff
- A knowledge of the College Student Database – Scholar

The successful candidate will be required to carry out his/her duties at all times in a highly ethical and professional manner, e.g. accuracy, integrity, timeliness.