



St George's School of Health and Medical Sciences

City St George's, University of London

Registry

Student Systems Administrator

Ref: 992-24

JOB DESCRIPTION

Post Title	Student Systems Administrator
Grade	Grade 4
Contract type	Permanent
Responsible to	Senior Systems and Data Officer
Accountable to	Head of Records and Reporting
Responsible for	NA
Liases with	Students, Registry and Programme Administration

Overall purpose of job

The post holder reports to the Senior Systems and Data Officer within the Registry team. The role is responsible for delivering excellent customer service whilst overseeing the management of the Student Systems team inbox and handling queries from students (current and former) and external stakeholders.



1. Main Duties and Responsibilities

1. To manage the student systems inbox ensuring a timely response to external and internal enquiries; including the student record system (SITS), basic student record and database queries.
2. To provide transcripts for current and former students of our non-modular medical programmes; this may include liaising with colleagues across a variety of teams to ensure data accuracy.
3. To organise the production of St George's awarded undergraduate degree certificates.
4. To create new user accounts on SITS including access permissions and troubleshooting any log-in issues.
5. To assist the team in initial business process reviews, in order to improve effectiveness, efficiency, quality, accessibility and ease of use, and the development of reporting and data analysis.
6. To work closely with student systems colleagues to offer a timely and efficient internal service to senior management and staff.
7. To review and maintain the automated communications sent out via SITS to ensure that they are accurate, relevant and easily understood.
8. To ensure that the use of the student record system complies with the Data Protection Act/GDPR and St George's notification to the Data Protection Commissioner.
9. To prepare any response to student requests for disclosure of personal data under the Data Protection Act/GDPR.
10. To action name changes on the student record system, ensuring supporting documentation meets our requirements and archiving it against the student record.

General

1. To contribute to the development of the Student Systems team.
2. To write and maintain documentation relating to the duties of the post and to provide training to other members of staff.
3. To commit to own personal and professional development.
4. To undertake such other duties appropriate to the grading of the post as may be assigned from time-to-time by the Assistant Registrar in the light of changing circumstances and the requirements of the Registry and St George's.



It is expected that staff working with St George's School of Health and Medical Sciences, will be involved in our mentoring and tutoring activities, as appropriate, as well as supporting admissions, student recruitment and access and widening participation activities (MMI interviews, Open Days, school visits, clearing etc) where applicable. All academic staff are expected to act as a personal tutor.

You are also expected to undertake other activities appropriate to your grade as directed by your manager. This job description reflects the present requirements of the post. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder from time to time. City St George's, University of London aims to provide opportunities for all its employees to develop the skills required to be successful in their role and to further develop their careers.

St George's School of Health & Medical Sciences, University of London, is committed to the San Francisco Declaration on Research Assessment (DORA) principles.



Person Specification

Criteria	Description	Essential/ Desirable	How it is to be tested
Qualifications	<i>A levels or equivalent qualification/experience</i>	E	PQ/AF
Experience	Demonstrable experience of working with large databases/record systems	E	SS1 , INT
	Experience of data analysis	D	SS2 ,INT
	Working knowledge of Data Protection and Freedom of Information legislation	D	SS3
Knowledge/ Skills	Excellent oral and written communication skills	E	ST , INT
	Ability to work as part of a team, and on own initiative	E	SS4 , INT
	<i>Competent use of Microsoft Office tools, specifically Excel and Word.</i>	E	ST
	Knowledge of Higher Education student lifecycle process	D	SS5 , INT
Personal Attributes	Ability to prioritise work and to meet strict and often overlapping deadlines	E	INT
	Highly motivated, pro-active and flexible	E	INT
	Reliable and approachable	E	INT
	Systematic and logical	E	SS6 , INT
	Committed to delivering excellent customer service	E	INT



Key:

PQ=Prerequisite Qualification, AF=Application Form, CV=CurriculumVitae, SS=Selection/Supporting Statements, ST=Selection Test/Presentation, INT=Interview

Note: Elements marked SS (Supporting Statements) in the Person Specification will be highlighted in Step 6 (Supporting Statements) on the online application form. Applicants' answers to Step 6 are an essential part of the selection process. Applicants should write individual supporting statements to demonstrate how their qualifications, experience, skills and training fit each of the elements highlighted in this section.

Applicants should address other elements of the Person Specification in Step 7 (Additional Information). Shortlisting will be based on applicants' responses to Step 6 **and** Step 7. Therefore applicants should complete both sections as fully as possible on the online application form.

11. Date

02 September 2024.



About us

St George's School of Health and Medical Sciences is dedicated to medical, biomedical and allied health education, training and research. Sharing a clinical environment with a major London teaching hospital in southwest London, our innovative approach to education results in well-rounded and highly skilled clinicians, scientists, and health and social care professionals.

St George's has a long and illustrious history of training healthcare professionals, dating back more than 270 years. We are well known for our innovative approach to medical education, being the first UK institution to launch a Graduate Entry Medicine Programme, a four-year fast-track medical degree course open to graduates in any discipline. Now part of City St George's, University of London, St George's was the number one university in the UK for Graduate Prospects (on track), according to the Complete University Guide 2024 and second for Graduate Prospects in the 2024 Times UK University Rankings.

Our internationally recognised research delivers cutting-edge scientific discovery through four specialist Research Institutes, directly helping patients through our close links to the clinical frontline and London's diverse community. St George's was ranked joint 8th in the UK by the Times Higher Education in their Research Excellence Framework (REF) 2021 Impact Scores. 36% of St George's research was assessed as 'world-leading' and 100% of our impact cases were judged to be either 'world-leading' or 'internationally excellent.' Our Institutes focus on biomedical and scientific discovery, advancing the prevention and treatment of disease in the fields of population health, neuroscience, heart disease and infection - four of the greatest challenges to global health in the 21st century. Our values keep St George's striving to deliver its mission and demonstrate how we aspire to CARE for ourselves and others:

1. Collaboration - We work as a community and engage external partners to deliver our mission.
2. Ambition - We strive to achieve the best for ourselves and others, responding dynamically to new challenges.
3. Respect - We are open-minded, listening to others and valuing different perspectives.
4. Equity - We are inclusive, tackling inequity in all its forms.

The diversity of the people within our community at St George's is one of our strengths. We benefit hugely from the range of perspectives that come from the different backgrounds, opinions and beliefs of our staff and students and, in recognising that, we want to put our approach to diversity and inclusion firmly at our core.

More information about St George's School of Health and Medical Sciences can be found at www.sgul.ac.uk.

City, University of London and St George's, University of London completed a merger on 1 August 2024, creating a powerful multi-faculty, multi-site, institution. The combined university will become one of the largest suppliers of the health workforce in the capital, as well as one of the largest higher education destinations for London students. If you have any questions, you can email hrhelp@sgul.ac.uk with enquiries.



St George's School of Health and Medical Sciences currently offers a range of employee benefits:

Salary:	£28,759 pa, (pro-rated for part-time staff). The salary range for Grade 4 is £28,759 – £32,332 and appointment is usually made at the minimum point.
Hours:	35 hours per week which can be done flexibly in various ways or part time/job share can also be considered. Staff are expected to work the hours necessary to meet the requirements of the role and this will be dependent on the service area.
Annual leave:	30 days per annum. Plus eight UK public holidays and four days when City St George's, University of London is closed (usually between Christmas and New Year). Part time staff receive a pro rata entitlement
Pension:	Membership of competitive pension schemes with generous employer contribution and a range of extra benefits. Superannuation Arrangements of the University of London (SAUL) London Pension Fund Authority (LPFA) Universities Superannuation Scheme (USS) National Health Services Pension Scheme (NHSPS) (existing members only)
Flexible working	Flexible working, including part-time or reduced hours of work, opportunities to work from home for many posts, compressed hours and local flexibility in agreeing start and finish times of work.
Travel	City St George's, University of London offers an interest free season ticket loan and participates in the Cycle to Work Scheme.
Gift Aid	If you would like to make a tax-free donation to a charity of your choice, this can be arranged through our Payroll.
Sports and Leisure Facilities	Rob Lowe Sports Centre, situated on the St George's Healthcare NHS Trust site offers exercise facilities that can be utilised by City St George's, University of London staff. Within walking distance from St George's is Tooting Leisure Centre. Facilities include a swimming pool, gym and various exercise classes. The Centre offers staff an all-inclusive corporate membership. For more information please contact Tooting Leisure Centre.



Shops and facilities There are a number of shops and facilities situated on site including ATMs, student bar and shop, Pret a Manger, M&S Simply Food store, library and multi-faith room.

Informal enquiries

Informal enquiries may be made via email to: enabokov@sgul.ac.uk

Making an application

All applicants are encouraged to apply on line at <http://jobs.sgul.ac.uk> as our system is user friendly and the online application form is simple to complete. Please note that CVs only will not be accepted.

For any accessibility issues please contact hrhelp@sgul.ac.uk

Closing date: Sunday 13 October 2024

Interview date will be on TBC. As shortlisted candidates will be notified by email, it is imperative that you provide an email address that is accessed frequently.

Please quote reference **992-24**

We are delighted that you are interested in working at St George's School of Health and Medical Sciences. You will be notified of the outcome of your application by email. We aim to respond to all candidates within 5 weeks of the closing date of the vacancy.

