

Job Description

Role Title:	Operational Coordinator
Dept:	Legal, Registry & Governance
Reference:	MPF2567
Grade:	5
Full or Part time:	Full time
Hours:	36.25
Reports to:	Information Officer

Overview

Welcome to the Academic Registry, a newly structured, student-focused service bringing together a wide range of academic administrative functions under one umbrella. We empower schools by removing administrative barriers and enabling them to focus on teaching, learning, and research.

Across our teams, we manage key academic processes, including student records, quality assurance, student casework, home office compliance, data quality and systems, admissions, timetabling, and academic policy and regulation. We ensure that academic and professional services work more effectively together to deliver a seamless, high quality and outstanding experience for students and staff.

The Student Records team within Academic Registry, plays a vital role in managing key stages of the student journey, ensuring accuracy, compliance, and an excellent experience. It consists of three teams: Certificates and Transcripts team; Registration team; and the Fees and Awards team. Together, we ensure that every interaction reflects precision, professionalism, and a commitment to student success.

This role is primarily based within the Certificates and Transcripts team, which maintains and updates student records, produces certificates and transcripts, and supports the graduation and registration processes and events. The role includes, taking the lead on operational tasks, allocation of work to other members of the team, ensuring service levels are maintained, forward planning and rotas, collation of data and completion of reports, administrative processes and responding to enquiries.

At Salford, we are proud of our diverse student population, we work hard to create an inclusive culture where all our students and colleagues can bring their whole selves to the University.

Role Purpose

Reporting to the Information Officer the Operational co-ordinator will support the delivery of Operational Customer Service activity and will take the lead on specific deliverables for Registration and Graduation within the team within which they work.

The role holder will be part of a highly skilled and flexible team, working in partnership with others across the department and supporting students on behalf of the entire organisation.

Principal Duties & Responsibilities

- To support the Student Records department in askUS service operational delivery
- To support the Customer Student Records Manager in the key deliverables and administration for Customer Service events such as Registration and Graduation
- To adhere to external body regulations and support the delivery of work against departmental targets and Service Levels.
- To supervise in the absence of line manager

General responsibilities

- To contribute to the wider departmental remit of Registration and Graduation as required
- To participate in Customer Service projects to provide input and information within the area of expertise
- To contribute to the business-as-usual activity of the department by supporting the Student Records Manager, Operational Delivery and Change Manager, Information Officers and the Head of Department with key operational deliverables
- To represent Student Records generally, through presentations and activities delivered at open days, careers fairs, induction events etc
- To be committed to and take personal accountability for personal and professional development, to step-up for line manager as and when needed by the operation and to undertake regular training to maintain an in-depth knowledge base that reflects the needs of a diverse student community
- To comply with the personal health and safety responsibilities specified in the University Health and Safety policy
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy
- To fulfil any other duties commensurate with the grade of the post, as requested by the Information Officers, Operational Delivery and Change Manager, Customer Service Manager or Head of Customer Service

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility. It does not form part of your Contract of Employment.

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

Qualifications

1. Degree or equivalent qualification in a related discipline (D)
2. Relevant professional experience (E)

Background and Experience

3. A demonstrable record of delivering excellent Customer Service (E)
4. Experience of working with supervisory responsibility (D)
5. Experience of working collaboratively to develop and deliver innovative and creative solutions (E)
6. Experience of working to tight deadlines and with multiple priorities (E)
7. Experience of working independently and in a team, and the ability to work successfully across boundaries (E)
8. Experience of working in a Higher Education environment (D)

Knowledge

9. Experience of using Banner and data analysis or reporting tools (D)
10. The HE student experience and academic year cycle (E)
11. Excellent IT skills including Microsoft Office, particularly Word and Excel (E)

Skills and Competencies

12. Excellent communication skills (E)
13. The ability to communicate with students and staff effectively at all levels (E)
14. The ability to work independently when required and take direction as necessary (E)
15. The ability to balance multiple priorities, organise and manage departmental workload and the ability to manage the expectations of key stakeholders (E)
16. A commitment to ongoing personal and professional development (E)
17. An ability and willingness to work flexibly to meet operational requirements (E)