



**Harper Adams
University**

Student Records Enhancement Manager (Permanent, Full-time)

Candidate Information Pack



About Harper Adams

Harper Adams University is a welcoming, forward-thinking community of over 600 employees working together to create real, lasting impact – ensuring that everyone, everywhere, can access sustainable food, land, and animal systems. Our work contributes directly to planetary health, animal welfare and ultimately human wellbeing. We're passionate about what we do – and about the people we do it with.

We are deeply committed to the wellbeing and development of our colleagues. Our annual employee survey consistently tells us that staff are proud to work here, feel trusted to do their jobs, and are supported by their managers. Our inclusive and empowering culture is one of the many reasons our people stay, grow, and thrive.

While our rural Shropshire campus remains central to who we are, our presence now extends to Telford – a town with a rich history of innovation and revolution, and a fitting symbol of our ever-evolving mission. This growing site strengthens our ties to the local region and reinforces our commitment to inclusive education and collaboration that reaches far beyond any single postcode. Our impact and reach are proudly regional, national and international.

We offer:

- A beautiful rural working environment
- Generous holiday allowance with the opportunity to purchase more
- Flexible, agile working opportunities
- On-campus retail, catering and gym facilities
- Free staff parking
- Corporate discounts at seven fitness centres in Telford and Wrekin
- Enhanced maternity and sickness benefits
- Disability Confident Employer status
- Employee Assistance Programme
- Cycle scheme supporter
- Workwear provided (where applicable)

Harper Adams is the UK's leading specialist institution serving the agri-food, animal wellbeing, engineering and land management sectors. We are a world-respected provider of industry-led education and research in food production and technology, animal health, environmental sustainability and sustainable business. Our work is grounded through partnerships – with more than 1,100 organisations in the UK and beyond – that fuel our research, shape our teaching, and deliver genuine impact.

We began life in 1901 as Harper Adams Agricultural College and became a university in 2012. Our Chancellor is Her Royal Highness The Princess Royal and our Vice-Chancellor, Professor Ken Sloan, joined us in 2021. Our rural campus near Newport in Shropshire is supported by a growing site in Telford, offering a range of housing options and excellent rail and road connections to the West Midlands and beyond. We've invested more than £50 million in our estate in the last decade – including leading-edge teaching, research and veterinary facilities, modern laboratories, and a purpose-built Veterinary Services Centre. Our commercial farm spans 494 hectares and plays an active role in our education, research, and knowledge exchange.

Take a virtual tour of the campus: [Virtual Tour](#)

We are proud to be the UK's highest-ranked small specialist provider for the agri-food and animal wellbeing sectors, consistently delivering the largest cohort of graduates into these industries – with over 97 per cent going directly into employment. We currently welcome over 3,000 full- and part-time students across undergraduate and postgraduate courses, including subjects like agricultural engineering, veterinary nursing, business, land and property management, and veterinary medicine and surgery – the latter delivered through the Harper & Keele Veterinary School, established in 2020.

For further details about the University, please visit our website: <http://www.harper-adams.ac.uk>

JOB DESCRIPTION

Title of the post:	Student Records Enhancement Manager (Permanent, Full-time)
Department:	Registry Services, Directorate of Student Success
Reporting to:	Head of Registry Services

The Student Records Enhancement Manager has overall responsibility for leading the work of the Student Records Office, including managing the work and priorities of all members of the Student Records Team. The postholder will be responsible for data quality and enhancement for student records for which the team is responsible as well as identifying and implementing process, automation and enquiry enhancement, activity acting in an advising capacity, and supporting other teams managing students records to undertake the work required. The postholder will also be primarily responsible for all work relating to the Student Loans Company (SLC).

We are looking for an individual who understands how to build an exceptional student records function, can embrace change and drive forwards system improvements and enhancements primarily for the benefit of the Student Records Team and their staff and student stakeholders, by moving to a more systematised and automated working schedule, rather than manual approach, also supporting the work of the wider Registry Services Team.

An outline of the key responsibilities of the position are as follows:

- Primary responsibility, working with IT Services as required, for the continuous improvement of student records processes within the student records system (SITS), including working with relevant colleagues to prioritise, test and implement systems improvements including the embedding of automation and batch processes.
- Determination of key performance indicators and targets for the team and the monitoring of and reporting on progress and making recommendations on overcoming barriers in achieving these.
- Ensuring the team has the ability to adapt with agility to university growth initiatives and strategic imperatives, including the setting up of new courses in the student records system (SITS) and related activities.
- Development of e:vision functionality to enhance student self-service functionality
- Responsible for strategic and operational oversight of data quality for student records, which the team is responsible for, ensuring that the records are up to date at all times and that areas of ambiguity are resolved as soon as possible and ensuring that the team prioritises the right work at the right time.
- Key student records contact in relation to future SITS developments and automations.

- Responsibility for the implementation of online enrolment, delegating responsibilities to the Student Records Officer as appropriate, ensuring delivery of the facility in line with deadlines and escalating issues as required.
- Responsibility for all Student Loan Company returns and data quality, primary contact with the SLC, to ensure the University receives the income it needs and on time and that students receive their payments, ensuring that the course database is up to date at all time to mitigate risk of incorrect payments or payment delayed to students and the university and complex student cases are managed. Embedding automated confirmation processes to increase efficiency and effectiveness of time sensitive interactions
- Responsibility for the implementation of the Lifelong Learning Entitlement (LLE) course database and for the implementation of processes under the Student Records remit, working closely with the finance team as required
- Providing advice and guidance to applicants/students on loans matters and responding to a range of queries (including at Open Events), acting as a 'link' between Student Finance authorities and students in complex cases. (It is anticipated that the A&G element will eventually transition to a dedicated Student Services Advisor)
- Working closely with the Student Data and Returns Manager in relation to Data Futures and other statutory returns, to strategically plan the undertaking of the work required, ensuring that it is adequately planned for and undertaken in line with internal and external deadlines
- Allocating core student records maintenance and systems work between own role and the Student Records team ensuring that actions are completed accurately and to timescale.
- Developing training, advice and standard operating procedures for staff undertaking student records work in all areas of the university, to support the consistent approach to enquiry and records management.
- Development and maintenance of strong working relationships with both internal stakeholders, academic and professional services staff and external stakeholders.
- Developing enquiry management and self-service processes, including the implementation of SLAs and the organisation of the Student Records inbox (including potential CRM integration) and enhancing the student self-service offering through e:vision to reduce enquiries received
- Overseeing a good quality student advice service, working closely with the Student Services team as necessary, in relation to other student record issues such as withdrawals, suspensions, transfers.
- Overseeing data quality reporting and data improvement and internal reporting needs, ensuring that deadlines are met.
- Managing student records input into policies re student changes of circumstances e.g. withdrawals, transfers).
- Oversight of the relationship with the Student Records team at Keele University with regards to the Student Records of the Harper & Keele Veterinary School and escalating any issues appropriately.
- Supporting the Chief Student Officer and Head of Registry Services with the development of the wider team as a core member of the Registry Services Process Transformation Group (RPTG)
- Supporting the Head of Registry Services in the management of the academic appeals process, either in the capacity of designated nominee or in information gathering

Any other duties:

Flexible support to the work of the wider Registry services teams as required, including, but not limited to amanuensis and invigilation support during assessment periods, attendance at open days and enrolment events (weekend working will be repaid in time off in lieu) and providing general student record-based support in times of planned or unplanned absence.

Person Specification

	Essential	Desirable
Qualifications	Honours degree or significant equivalent professional experience	Additional qualifications with a focus on management, leadership or IT developments
Experience	<p>Proven experience and track record of managing a team with multiple role holders for at least 2 years</p> <p>Experience of team management in a high-pressure environment with a track record of leadership delivery of enhancement activity.</p> <p>Experience of delivering process enhancements and the implementation of automations, ideally in Higher Education</p> <p>Demonstrable experience of meeting targets and collaborative working.</p> <p>Current working knowledge of Student Finance processes for both Higher Education Institutions and for Students.</p> <p>Current working knowledge of Student Records Data processing in support of statutory returns.</p>	
Knowledge/Skills	The ability to interpret complex information and to communicate it effectively to others, including through the preparation and delivery of written	

	<p>reports and clear oral presentations to various groups.</p> <p>Excellent skills in using MS Teams, Microsoft Word, Excel and PowerPoint, or similar products, and a large multi-user database, ideally SITS and e:vision.</p> <p>Excellent administrative skills and the ability to effectively organise and prioritise a demanding workload with both speed and accuracy, including the ability to delegate to team members effectively.</p>	
<p>Personal Qualities</p>	<p>High levels of motivation, enthusiasm and personal drive and to provide an excellent customer experience.</p> <p>Demonstrable commitment to own continuous personal development.</p> <p>Ability to demonstrate attention to detail in the management of records and in the drafting of communications and correspondence.</p> <p>Excellent inter-personal and team-working skills, to work with a range of different colleagues to ensure that institutional outcomes are achieved.</p> <p>Ability to work flexibly (on and occasionally off site), including occasional extended hours, weekend and evening work, especially during the August to October period of peak workload, when the ability to take annual leave is restricted</p>	<p>A current driving licence and/or ability to travel to events locally and nationally</p>

Conditions of Service

The national recommendations which have arisen from the negotiations between UCEA and the unions recognised at national level, the Joint Negotiating Committee for Higher Education Staff (JNCHES), directly affect the terms and conditions insofar as they have been adopted by the Board of Governors.

Salary	The commencing salary will be within the range of £39,906 to £44,746 per annum per annum. The point of entry will be dependent upon relevant qualifications and experience. Salaries are paid monthly, in arrears, by credit transfer on the 28 th day of the month.
Contract Term	This is a full-time, permanent contract. Employment may be terminated during the course of the contract by either party giving three months' notice in writing
Hours of Work	The routine working week is 37 hours over Monday to Friday, inclusive. There may be a requirement for overtime working from time to time and time off in lieu may be allowed for agreed hours worked in excess of 37 per week.
Holidays	<p>The annual holiday entitlement is 22 working days, plus statutory bank holidays. In addition to this there are 10 University closure days during the full annual leave year. The holiday year runs from 1 August to 31 July and in the holiday year in which the employment commences or terminates the holiday entitlement will accrue on a pro-rata basis for each complete week of service. The timing of holidays is subject to the agreement of the Line Manager.</p> <p>All annual holiday entitlement (including bank holidays and University closure days) is pro-rata for part-time employees. Further details will be confirmed on appointment.</p>
Sick Leave	During periods of certified sickness, the post-holder will be eligible to receive sick pay in accordance with the University Sick Pay Policy. The payment of sick pay is subject to compliance with the University rules for the notification and verification of sickness absence, details of which will be provided to the successful applicant upon commencement of employment.
Pension	The post-holder will be entitled to join the Harper Adams Group Pension Scheme and details will be provided to the successful applicant upon commencement of employment.
Exclusivity of Service	You are required to devote your full-time attention and abilities to your duties during working hours and to act in the best interests of the University at all times. Accordingly, you must not, without written consent of the University, undertake employment or engagement including external consultancy, which might interfere with the performance of your duties or conflict with the interests of the University.

It follows that, regardless of whether you are employed on a full-time or part-time contract, you are required to notify your line manager of any employment

or engagement which you intend to undertake whilst in the employment of the University (including any such employment or engagement which commenced before your employment under this contract). Your line manager will then notify you within 10 working days whether such employment or engagement is prohibited.

**Criminal
Convictions**

The post involves the opportunity for access to children and young persons under the age of 18. For this reason, the University is entitled to consider any criminal convictions, cautions or impending case(s) that it considers to be relevant to this post.

The post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. This means that applicants are not entitled to withhold information about convictions which for other purposes are “spent” under the provisions of the Act.

Applicants must therefore complete the part of the application form declaring any criminal convictions and cautions from any court or police authority. The successful applicant will have to undergo a Disclosure and Barring Service Check before an appointment can be made.

Application Procedure:

Please apply online via the Harper Adams e-Recruitment programme at <http://jobs.harper-adams.ac.uk> submitting your CV and a personal statement outlining your suitability for the role. Your personal statement should clearly demonstrate how your skills, experience, and achievements meet the requirements outlined in the person specification. Applications without a personal statement may not be considered.

Closing date midnight on Sunday 10 May 2026

Please note that interviews will take place on 19th & 20th May 2026

Should you require any adjustments to complete your application for this role then please contact vacancies@harper-adams.ac.uk