

Update

Ministry

Education

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Student Records Manager

Current Class

Supervisory Level

Job Focus

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

 Current organizational chart attached?

Division, Branch/Unit

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Student Records Manager is responsible for the Transcripts and Diplomas (TAD) and Student Enrolment and Marks (SEAM) lines of business.

The Student Records Manager ensures the accurate and secure delivery of transcripts and credentials to students, post secondary institutions, professional organizations, consulates, embassies, public and private organizations, and

employers on behalf of students.

The Student Records Manager ensures the accurate and secure collection, processing and maintenance of student demographic data, enrolments, grant codes, school marks, diploma exam school marks and diploma examination registration from schools and school authorities throughout the province and out of province. Also manages work required regarding the assignment and maintenance of the Alberta Student Number.

Major responsibilities of the position include:

- Responsible for senior staff, TAD and SEAM Team Leads.
- Responsible for TAD and SEAM business operations and functions.
- Manage of daily business operations including staffing and ordering necessary supplies including specialized paper and envelopes.
- Manage the issuing of Alberta High School Transcripts of Achievements and Credentials, and Statements of Courses and Marks.
- Responsible for managing activities for the Alberta Student Number as well as student enrolment and achievement records.
- Manage subject matter expertise for TAD and SEAM lines of business.
- Manage and approve communication activities of TAD and SEAM.

The Student Records Manager reports to the Director, Student Records and Operations.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1. Manage TAD and SEAM business functions.

- Determine and recruit resources to ensure operational schedules, publicly published schedules and resource requirements for special projects are met.
- Establish the goals for the provision of client services to students, the public, and internal and external stakeholders.
- Manage development plans of TAD and SEAM Team Leads and oversee other staff development plans. Foster staff training and developmental opportunities.
- Facilitate and approve staff performance plans for TAD and SEAM Team Leads, conduct performance reviews and initiate appropriate staff development. Review and sign all other team member's performance reviews and staff development plans.
- Manage the promotion and facilitate the practice of the Government of Alberta core competencies, values and principals.

2. Manage the administration of the daily business operational activities of the TAD and SEAM business functions to meet the approved annual operating budget ensuring that policies, standards, practices and objectives are met.

- Ensure efficient cost controls are in place.
- Manage the preparation of fiscal year-end financial summaries and detailed reports for Financial Services for the TAD transcripts revenue.
- Approve and authorize all refunds resulting from fee over-payments, cancellation of requested services, or system problems resulting in a delay or inability to provide service.
- Manage the review of previous year's actual expenditures and provide input to the Director, Red Tape Reduction and Student Records, on additions, deletions or modifications required for preparation of the next fiscal year budget.
- Manage the review of current fiscal year actual expenditures and provide input to the Director, Red Tape Reduction and Student Records, on forecast changes for manpower, processing and delivery of credentials, and materials and

supplies.

- Responsible for the development of the Wiki, user operational procedures and policy manuals, guides, checklists and process control documents.

3. Manage the issuance of all official Alberta credentials including high school diplomas and certificates for senior high school, adult and special education students as well as official Alberta High School Transcripts of Achievement for students. These activities are to be completed in accordance with various Alberta Education legislation, regulations, policies, standards, and the Ministry's Guide to Education.

- Manage the issuing, distribution and release of credentials on behalf of Alberta Education and official high school transcripts on behalf of Alberta Education. Ensure accuracy and confidentiality of information in accordance with the Freedom of Information and Protection of Privacy Act and Personal Information Protection Act.
- Establish and implement quality assurance measures for processing transcripts and statements of courses and marks requests, and the distribution to students and external stakeholders.
- Manage the resolution of student and parent complaints and issues.
- Manage the resolution of operational issues, processing problems and a variety of issues which affect the timely and accurate delivery of electronic and paper transcripts to post-secondary institutions, and professional associations. Also the resolution of issues raised by schools and school authorities in awarding diplomas and certificates, enrolments and marks.

4. Responsible for the management of Alberta Student Numbers for all Early Childhood Services to Grade 12 and post-secondary students in Alberta on behalf of Alberta Advanced Education, and Alberta Education in compliance with the Education Act.

- Manage within Alberta Education and for Alberta Advanced Education, all Alberta Student Number processing and reporting issues, and ensure accuracy and confidentiality of information in accordance with the Freedom of Information and Protection of Privacy Act and Personal Information Protection Act.
- Establish and implement quality assurance measures for Alberta Student Number data inputs, processes and outputs to internal and external stakeholders.
- Manage the investigation and resolution of multiple Alberta Student Numbers affecting students and student records, and communicate the resolution and findings as needed with the Ministry and Ministry stakeholders.

5. Manage, on behalf of Alberta Education, SEAM support of Early Childhood Services to Grade 12 student enrolments and grant codes received from approved Alberta schools and school authorities, and schools outside of Alberta, for the registration of students and funding of schools in accordance with the Education Act and various Alberta Education legislation, regulations, policies, standards and published documents.

- Manage within Alberta Education all student enrolment processing and reporting in accordance to the Education Act.
- Manage the accuracy of information in accordance with various Alberta Education legislation, regulations, policies, standards and published documents, and confidentiality of information in accordance with the Freedom of Information and Protection of Privacy Act and Personal Information Protection Act.
- Establish and implement quality assurance measures for data inputs, processes and outputs to internal and external stakeholders.
- Manage the investigation of data submission issues and communicate resolution and findings internally and with schools, school authorities, Finance, Assessment and other stakeholders.
- Manage the administration of internal stakeholder and third party requests for attendance records.

5. Manage the provision of the TAD and SEAM team's support of students, parents, schools, school authorities and the

public.

- Manage the payment and processing of diploma examination rewrite fees for diploma examinations on behalf of the Assessment Sector in accordance establish policies and guidelines. Use established cash handling practices to process these payments, cash reconciliation and deposits.
- As an expenditure officer, approve and issue diploma exam rewrite refunds resulting from fee over payments, cancellation of requested services, or system problems resulting in a delay or inability to provide service.
- Manage the team's coordination of the research and processing of class reunion lists, attendance, Section 23, proof of age and historical information requests from current and historical records and ensures accuracy and confidentiality of information in compliance to the Freedom of Information and Protection of Privacy Act and Personal Information Protection Act.
- Manage the team's coordination of the process used for the certification of attendance, official transcripts, statement of course and marks, diplomas, certificates, schools and school authorities.

6. On behalf of the Ministry of Education, manage communication activities in providing transcript, diploma and attendance information to students, parents, schools, school authorities, post-secondary institutions and the public. Also communication activities for enrolment and marks line of business.

- Manage the respond to Minister, Deputy Minister, Assistant Deputy Minister and Executive Director requests as assigned.
- Manage the coordination and preparation of communication material including website, notices, announcements and correspondence for distribution to schools, school authorities, post-secondary institutions and the public.
- Manage the preparation and update Student Records' information and documents on Alberta Education websites, and "Help" text for internal system applications.
- Manage the participation in the review, revision and development of Ministry policies, standards, processes and procedures for the transcripts and diplomas, enrolment and marks.
- Ensure there is communication with internal stakeholders regarding announcements and information notices highlighting changes or additions to student transcript, diploma and certificate requirements. enrolment and marks, resulting from approved management or operational decisions.

Act for the Director, Student Records and Operations, as needed.

Problem Solving

Typical problems solved:

The Student Records Manager is responsible for the Student Records team in the management of current and historical Early Childhood Services to Grade 12 student enrolments and achievement records in the Province of Alberta since 1930 and students from approved international and out-of province schools offering the Alberta Program of Studies and those students from schools in Nunavut and Northwest Territories writing Alberta Education diploma examinations and Provincial Achievement Tests.

Oversees Student Records management of the assignment of the Alberta Student Number for all post-secondary students registering in post-secondary intuitions in Alberta. Student Records is governed by the Education Act, legislation, regulations and policies. The work is in accordance with legislation, regulations, policies and published documents.

- Supports the consultation with the Operations Manager, clarifies current and past legislation, regulations, policies, and procedures for clients, education partners and stakeholders as it applies to the maintenance of Alberta student records stored in structured digital data and document management systems.
- Oversees the issuance, verification and distribution annually of Alberta Education diplomas and certificates to graduating Grade 12 high school and mature adult students in Alberta in the form of the Alberta High School Diploma, Equivalency Diploma, Integrated Occupational Program Certificate of Completion, Knowledge and Employability Certificate of Completion and Certificate of School Completion.

- Manages the collection and reconciliation of annual official transcript registration fee revenue.
- Manages the work of Student Records to receive, research, issue, verify and certify numerous requests for the certification of the Alberta Education issued official transcripts, diplomas and certificates and attendance records and documents issued by accredited Alberta schools for Alberta students leaving the country for residence or further study purposes.
- Manages the collection, creation and verification annually of Alberta Student Numbers, demographic and enrolment for all Alberta students in Early Childhood Services to Grade 12, and students registered in post-secondary and apprenticeship and training programs across Alberta.
- Manages the work of Student Records to receive, research, issue, verify and certify numerous requests for the certification of the Alberta Education issued official transcripts, diplomas and certificates, and attendance records and documents issued by accredited Alberta schools for Alberta students leaving the country for residence or further study purposes.
- Manages the collection, processing, and verification annually of Alberta high school courses, credits and marks recorded during scheduled high school reporting terms, scheduled diploma exams and General Education Development test administrations.
- Manages the work of Student Records to collect, process and verify annually out-of-province high school course evaluations, course corrections, waived prerequisites, challenge assessments and the awarding of high school retroactive credits and mature retroactive credits.
- Responsible for highly confidential requests from law enforcement, lawyers, other ministries and the Office of the Child and Youth Advocate. As required, ensures work includes consultation with federal, provincial and municipal law enforcement personnel, and senior school authority and school personnel in the designation and handling of records for children/adults.
- Responsible for the work of the Team Leads who consult and work closely with other branches, ministries and external stakeholders to plan, develop and publish school year annual operational schedules for the upcoming school year in the collection, processing and distribution of student records. The key stakeholders who are highly dependent on successful execution of the published school year operational schedules include schools, school authorities, post-secondary institutions, Assessment, Finance, Alberta Advanced Education and other provinces.
- Oversees the interaction, liaison and consultation with post-secondary institution management and staff to identify external system-related problems that affect the completeness and accuracy of student information, and passes on the issues for resolution that may affect student data.
- Manages, in support of the Team Leads, the business functions and responsible to ensure staff are trained in an environment of highly integrated, diverse business processes that use a variety of web applications. Ensures sufficient and appropriate resources during annual cyclical business cycles, for example hiring summer students to manage an increase in work over the summer months.

Types of guidance available for problem solving:

The Student Records Manager is supported in their work by the Director, Student Records and Operations, and through applied knowledge of management skills and of legislation, regulations, policies and standards. The Student Records Manager relies on information collected from various sources and collaboration with subject matter experts to develop the best option for resolution. More complex issues including stakeholder escalation, budget risks and sensitive situations in support of law enforcement and student safety are also handled by the Student Records Manager.

Direct or indirect impacts of decisions:

The Student Records Manager ensure the Team Leads provide accurate and timely information when required by other branches, departments, educational partners and the public to ensure that Alberta students receive equal consideration and opportunities for funding, admission, scholarships and employment purposes and that students are not disadvantaged due to late, incomplete or inaccurate records or documents.

The Student Records Manager supports the Team Leads in the successful and timely completion, throughout the school year, of many complex, and high volume operational activities within rigid timelines. Many of these activities

have a high visibility with external clients, such as the general public, students, schools, school authorities, post secondary institutions, employers and other provincial government departments.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Supports the provision of responses or input to branch and sector management teams for Action Requests, responses, briefings, plans, recommendations, and feedback; receive direction and guidance; integrate information.
- Support ministry business branches on student information management inquiries and planning.

External

- Support team in regular contact and support for schools and school authorities with student information management requirements; students, parents/guardians, support public on student information and services inquiries; and post-secondary institutions on transcript inquiries.
- Support team in regular contact and support for Advanced Education Ministry: Support Advanced Education business processes relating to student lifelong learning and shared services between Education and Advanced Education ministries.
- Support team in regular contact and support for third-parties including professional organizations including consulates, embassies, public and private organizations, law firms, courts and public workers with respect to student transcripts and diplomas, and the certification of records.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Business	Other	

If other, specify:

Directly related experience or education considered on the basis of one year of experience for one year of

Job-specific experience, technical competencies, certification and/or training:

In order to manage the team leads who are responsible for the transcript and diploma, and the student enrolment and marks team functions, the Manager, Business Operations, must have an excellent understanding and thorough working knowledge of:

- Specific legislation, in particular, Education Act, Freedom of Information and Protection of Privacy Act and Personal Information Protection Act.
- Specific regulations and policies, in particular, Student Record Regulation, Student Evaluation Regulation and Private School Regulation.
- Specific policies, in particular, English as an Additional Language Policy, Student Evaluation Policy and Use and Reporting of Results on Provincial Assessments Policy.
- Specific guides, manuals, bulletins and documents, in particular, Guide to Education, Funding Manual, Student Information Guides, Diploma General Information Bulletin, Information for Parents About Writing Diploma Examinations and Information for Students Planning to Write Diploma Examinations.
- The education system and processes within Alberta, operations of public, separate, francophone, chartered and independent schools and school authorities, and the operations of post-secondary institutions and professional associations within the province as well as out of the province.
- General knowledge of student record software functions, related interfaces and student information systems used in schools, school authorities and post-secondary institutions.

The Student Records Manager must possess:

- The ability to interact effectively with management, senior school and authority representatives, senior post-

secondary representatives, senior branch, department personnel and the public to resolve escalated issues.

- The ability to communicate and handle sensitive and confidential matters in a professional manner and use considerable judgment in interpreting the regulations necessary to assess information and determine a suitable course of action.
- Superior management skills.
- Very strong interpersonal communication, and supervisory skills and abilities.
- Very strong written and verbal communication skills.
- Excellent problem analysis and resolution skills.
- Excellent conflict resolution skills.
- Strong project management skills.
- Strong resource and activity planning, and organizational skills.
- Strong priority setting skills.
- Strong leadership skills.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Integrates broader context into planning:</p> <ul style="list-style-type: none"> • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress 	<p>Interact, liaise and consult with staff, internal and external stakeholders to effectively manage daily internal and external operational issues, and system-reported technical issues, including outages that may affect the completeness and accuracy of student information.</p> <p>Analyze workflows and data within Student Record's IT systems to determine effective changes to increase efficiencies.</p> <p>Manage the team's resolution of issues affecting student data with a view to robust discussion of possible alternatives that streamline workflows that affect internal and external stakeholders.</p> <p>Continue to work effectively with the Help Desk, Children's Services and others toward collaboration</p>

			<p>of ministry-specific and government-wide issues.</p> <p>Effectively listen and consider the perspectives of other, including staff, management, external stakeholders and other ministries.</p> <p>When necessary, communicate expectations with staff who challenge progress and wish to maintain the status quo.</p>
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Encourages development and integration of emerging methods:</p> <ul style="list-style-type: none"> • Shapes group learning for team development • Employs emerging methods towards goals • Creates a shared learning environment • Works with individuals to develop personal development plans 	<p>Encourage and coach/mentor the Team Leads toward shared learning among all team members to effectively manage vacancies, staff time away and expected retirements of core staff.</p> <p>Work with Team Leads toward expanding subject matter expertise that in many cases is implicit and requires additional focus on capturing this lived experience through written processes and procedures.</p> <p>Encourage stretch goals within development plans of Team Leads. Help create an atmosphere of continuous learning.</p> <p>Effectively manage performance difficulties of all staff with assistance from Director and Human Resources as needed.</p> <p>Demonstrate the APS values in all activities.</p>

Agility	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	<p>Consider the broader strategic view when engaged within operational and functional activities of the Student Records team, as well as working on projects that support the work of the Student Records team.</p> <p>Shift priorities as needed to support increased work volume of the Student Records team, and changes in priorities of the Director and others within upper management.</p> <p>Support all staff through organizational and other changes that impact staff and their work by remaining positive and seeking additional information to inform staff as needed. Also rely on others within the organization who can speak to the larger, strategic rationale for organizational and other changes that impact staff and their work.</p> <p>Remain objective and supportive in interactions with staff who may be struggling with work activities, including volume, type of work, changes in type of work, organizational change and evolving expectations.</p>
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