

## Registry Officer - x2

### POSITION OVERVIEW

<b>Department</b>	Registry
<b>Location</b>	St. Katherine Docks, London
<b>Term</b>	Full-time, Permanent.
<b>Salary</b>	Up to £29,000 per annum, depending on experience
<b>Benefits</b>	Generous benefits package including 25 days holiday allowance (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
<b>Reports to</b>	Senior Registry Officer

Registry services is responsible for the efficient delivery and management of the student personal and academic record from enrolment through to award, the delivery of assessments, transcripts, student complaints and student disciplinary processes, statutory reporting, and interacting with a wide variety of stakeholders to provide advice and guidance on academic regulations. We are a growing team committed to continuous improvement of processes and systems to enhance the student experience.

We are currently seeking two Registry Officers to provide high-quality administrative support across the Registry functions. The role will support a wide range of administrative duties pertinent to all stages of the student journey from enrolment through to graduation. These duties will include, but not limited to; enrolment, student record management, assessments, processing of student change in circumstances (programme transfers, break in studies, withdrawals), student attendance monitoring, student course selections, letters & transcripts, academic misconduct, appeals and extenuating circumstances.

### DUTIES AND RESPONSIBILITIES

- Provide administrative support for a range of student record administration duties across the full academic cycle ensuring systems are maintained and updated, including but not limited to; creating and

maintenance of individual student records, inputting student data, generating reports for Boards and inputting assessment marks.

- Providing administrative support for all assessments including but not limited to; checking assessment briefs and exam papers, marking and moderation for all courses, inputting and release of marks to students and staff and preparation of assessment data for Exam Boards.
- To support the operational activities which underpin the student lifecycle, utilising systems and databases – e.g. student records systems and Virtual Learning Environments – accordingly, and in accordance with best practice, ensuring consistency of data and identifying and resolving issues.
- Provide administrative support for student change in circumstances forms such as programme transfers, break in studies and withdrawals; updating the student record system to reflect these changes in an accurate and timely manner.
- Provide administrative support for attendance monitoring, ensuring data is accurate and reports submitted to relevant teams such as Visa Compliance within set deadlines.
- Support the planning and administration of enrolment and induction week activities.
- Produce documentation such as student letters, transcripts, certificates of attendance, confirmation of degree documentation for students.
- Support the Senior Registry Officer with the student course selection process and other programme administration tasks, updating student records accordingly and communicating to relevant teams e.g. assessments and learning resources.
- With guidance from the Senior Registry Officer, provide administration for student misconduct cases, academic appeals, student complaints and extenuating circumstances processes and policies.
- Undertake committee servicing responsibilities for meetings as appropriate, including production of agendas, secure collation and distribution of papers and formal minute writing.
- Provide administrative support for the wider Registry team during peak periods to ensure all tasks are carried out and deadlines met.
- Respond to enquiries made through the Registry mailboxes and telephone ensuring that they are fully responded to in a timely, clear and empathetic manner, investigating where necessary to resolve issues that may arise.
- Understand, comply and advise staff and students on Registry processes, policies and systems; and proactively contribute to the continuous improvement of these.

## OTHER DUTIES

- Any other duties commensurate with the level of responsibility of this post, for which the post holder has the necessary experience and/or training and as instructed by the College.
- Work at weekends and outside of normal office hours will be required occasionally.
- Travel may be required.

## ABOUT THE COLLEGE

Founded in 2012, New College of the Humanities at Northeastern has established itself as a prestigious higher education institution based in the heart of London. After becoming part of Northeastern University's global network in early 2019, the College has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moving to new premises in 2021. NCH continues to grow taking in more students year on year, further expanding its courses, network and opportunities

## PERSON SPECIFICATION CRITERIA

<b>Qualifications</b>	<b>Essential/Desirable</b>
A Level qualifications (or equivalent), or equivalent relevant administration experience	E
Honours degree or equivalent relevant experience.	D
<b>Experience/Knowledge</b>	
Experience of working in an administration role with the education sector, preferably Higher Education.	E
Knowledge and understanding of core academic and administrative functions in higher education.	D
Proven ability of effective problem solving and decision-making.	E
Experience of using data management systems for data processing and inputting.	E
Demonstrable experience of providing a responsive, customer-focused service – via telephone, email and face-to-face.	E
Experience of committee servicing.	E
Understanding of GDPR, Equality Act and other legislation relevant to education.	E
Experience of working in a fast paced and rapidly developing organisation.	E
<b>Skills/Abilities</b>	

Proven communication and interpersonal skills with the ability to interact and build good working relationships with a diverse range of stakeholders.	E
High level of numeracy, written and verbal skills	E
Able to work with a high level of accuracy, confidentiality and attention to detail	E
Well-organised and able to prioritise a varied workload.	E
Ability to exercise sound judgement to deal and resolve problems independently, seeking advice where appropriate.	E
Ability to work as part of a team to deliver services and projects.	E
Excellent IT skills, using Word, Excel, email, Internet and databases	E
Flexibility and a capacity to adapt to the changing demands of the job.	E
<b>Other</b>	
Ability to occasionally work weekends and outside of normal office hours	E

## APPLICATION PROCESS

Applications should be made via [this link](#) by 20:00 on 26<sup>th</sup> June 2022. Please reference your application “**RO622**”. Participation in the equal opportunities section is encouraged, but voluntary.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006. We are not able to provide Sponsorship for this role.