

# Senior Registry Officer (Student Records & Data)

## POSITION OVERVIEW

<b>Department</b>	Registry
<b>Location</b>	St. Katherine Docks, London
<b>Term</b>	Full-time, Permanent.
<b>Salary</b>	£30,000 - £35,000 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>	Deputy Head of Registry (Student Records)

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 a Senior Registry Officer (Student Records and Data) to coordinate and provide operational support for the College's student records management, data returns and wider Registry functions. Reporting to the Deputy Head of Registry (Student Records), the post holder will support all stages of student administration including; enrolment, student record management, processing of student change in circumstances (programme transfers, break in studies, withdrawals), student course selections, student attendance monitoring, transcripts and data returns (e.g. HESA and student finance). The role will also support the wider Registry team with assessments and central processes including; academic misconduct/appeals, complaints and extenuating circumstances.

## DUTIES AND RESPONSIBILITIES

- In collaboration with the Deputy Head of Registry (Student Records) [DHRSR] ensure efficient and effective operations for student records and data returns, providing high quality customer service.
- Responsible 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 large volumes of student data, programme and fees information is accurate, student record rollover, generating reports for Boards and inputting assessment marks.
- Coordinate the processing of 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.
- Support the DHRSR with the coordination of enrolment and re-enrolment processes, ensuring student records are created and/or rolled forward following the outcome of progression boards and reviewing data to ensure compliance with HESA requirements.
- With direction from the DHRSR, coordinate data reporting exercises and projects for statutory returns such as HESA, OfS, Student Loans Company and other funding bodies.
- With direction from the DHRSR, ensure student fees are accurate and systems updated with relevant fees information.
- Produce documentation such as student letters, transcripts, certificates of attendance, confirmation of degree documentation for students.
- Responsible for maintaining high standards of accuracy for student record and assessment record data across multiple systems, ensuring data processing meets agreed deadlines in order to deliver student and academic expectations.
- To manage and respond to student and faculty queries regarding student records and to resolve issues/problems/queries independently, escalating where necessary.
- To regularly liaise with Faculty Leads to coordinate 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 the Senior Registry Officers (Assessments), coordinate the administration of student misconduct cases, academic appeals, student complaints and extenuating circumstances processes and policies.
- Line management responsibility for relevant supporting roles within the team, including responsibility for performance management, structure of duties, succession planning and training of staff.

- Undertake committee servicing responsibilities for meetings as appropriate, including production of agendas, secure collation and distribution of papers and formal minute writing.
- Collaborate with other professional staff teams, such as Student Support and Development, Quality and Timetabling in the operational planning of academic programmes and wider Registry processes.
- Provide support for the wider Registry team during peak periods (e.g. assessments) to ensure all tasks are carried out and deadlines met.
- To manage the general Registry mailboxes ensuring that enquiries 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>
Honours degree or equivalent relevant experience.	E
<b>Experience/Knowledge</b>	
Experience of working in Higher Education.	E
Demonstrable experience of using student records management systems to perform a range of administrative activities and functions across the	E

student lifecycle.	
Working knowledge of student-based external returns to statutory and regulatory bodies such as HESA.	E
Experience of data analysis, presenting findings accurately to support effective reporting of information.	E
Proven track record of effective and results driven problem solving and decision-making.	E
Significant experience working with students from a range of social, ethnic and cultural backgrounds.	E
Good understanding of GDPR, Equality Act and other legislation relevant to student support.	E
Line management experience and planning the workload of others.	E
Experience of developing, documenting and effectively communicating complex policies and procedures.	E
Experience of communicating with stakeholders of varying levels, both internal and external.	E
Experience of managing committees and committee servicing.	E
Experience of working in a fast paced and rapidly developing organisation.	E
<b>Skills/Abilities</b>	
Strong communication skills. Excellent verbal and written English.	E
Excellent interpersonal skills, able to quickly build good working relationships with students, faculty and professional service colleagues.	E
Able to work with a high level of accuracy and attention to detail	E
Excellent organisational skills, including the ability to manage multiple tasks, work to tight deadlines, and prioritise workloads effectively.	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
Ability to adapt and positively respond to rapid change.	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 “**SROD622**”. 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.

