

# Head of Registry

## Job Description

### POSITION OVERVIEW

<b>Department</b>	Registry
<b>Location</b>	Devon House, London (campus-based)
<b>Term</b>	Full-time; permanent
<b>Salary</b>	Up to £50,000 - £55,650 per annum, depending on experience
<b>Benefits</b>	Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
<b>Reports to</b>	Academic Registrar, Assistant Director Academic Services

The overall purpose of the role is to provide management and leadership of the University Registry. The role holder is responsible for the delivery of Registry services efficiently and to a high standard including: student records, registration and enrolment, assessments, transcripts, student complaints and student disciplinary processes, and statutory reporting. Building and maintaining strong working relationships with faculty and other professional service staff to ensure University administration operates efficiently, effectively and delivers excellent service to all stakeholders. Responsible for the management of the Registry team with direct line management of two Deputy Heads of Registry.

The University is developing rapidly and is seeking to align and integrate with Northeastern University in Boston and its global network more closely. The delivery of this strategy will impact all areas of professional services and the Head of Registry will need to take ownership for ensuring that Registry positively responds to this work, effectively implements required changes and

proactively responds to challenges when they arise. The role holder reports to the Academic Registrar, Assistant Director of Academic Services.

### **Duties and Responsibilities**

- Responsible for the management, and related staff, processes and systems, of the following areas of the University:
  - student registration processes, including Quercus the University's student information system and any successor system;
  - student assessments;
  - individual student academic records;
  - formal student procedures, including complaints, appeals, disciplinary matters, change of programme, breaks in study, withdrawals, progression and awards;
  - liaison with the Student Loan Company in relation to student registration and fees;
  - student and graduate statistical reporting, analysis and statutory returns;
  - production of confirmation of enrolment, council tax and bank letters for students;
  - production of transcripts and diplomas
- Provide overall management of Registry to ensure that systems and processes are reliable and efficient while meeting the needs and expectations of students and staff.
- To actively manage Registry processes to deliver excellent, efficient and timely services, leading change where necessary to adapt to institutional development and the delivery of its strategy.
- To actively contribute to the development of wider University policies, processes, and procedures to ensure that the University is compliant with the OfS, OIA, Designated Quality Body, Designated Data Body and other regulatory bodies' standards and achieves high rankings in the National Student Survey and other student surveys as relevant for the University.
- Lead, develop and manage staff within Registry, providing a professional working environment that promotes a culture of continuous improvement and enables staff to perform to their full potential, and to ensure staff are supported and encouraged to upskill, change and adapt to keep pace with institutional developments.

- Oversight and management of the Registry staffing structure and resources in support of the University strategy and ensure that service objectives are successfully met.
- Propose a budget for Registry and then oversee financial planning and management for Registry to ensure it operates efficiently within budget.
- To support the Assistant Director of Academic Services in delivery of University strategies in relation to the student experience and specific aspects of student life in London.
- Contribute to the development and implementation of University policies and processes in relation to Registry, such as extenuating circumstances, appeals and academic misconduct.
- To support the Director and Assistant Director of Academic Services with the ongoing integration with Northeastern University Boston and its global network and in particular managing aspects of integration work related to the responsibilities of the Registry.
- Participate in various University committees, steering groups and working groups.
- To maintain a working knowledge of higher education sector developments and good practice in relation to the Registry's areas of responsibility.

#### **Other Duties**

- Occasional travel and work in unsociable hours will be required.
- To familiarise, keep updated and comply with all University policies and regulations (e.g. Health and Safety, Data Protection, Staff Handbook, etc.)
- 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 Assistant Director of Academic Services, or member of the Executive Committee.

#### **Person Specification Criteria (Essential / Desirable)**

##### **Education, Qualifications and Training**

- Undergraduate degree [E]
- Graduate qualification/degree [D]
- Management qualification [D]

## Experience

- Experience of managing a student information system in a higher education setting. [E]
- Experience of the Quercus or Banner student information systems [D]
- Good experience of staff line management, including staff induction, staff development and management of performance [E]
- Significant experience of Registry role(s) within the higher education sector [E]
- Management experience of at least two of the following areas: student registration, student assessment, statutory reporting, student appeals, complaints and/or discipline [E]
- Experience of delivering reports and documentation with high levels of accuracy to tight deadlines [E]
- A good understanding of GDPR, the Equality Act and other legislation relevant to the delivery of Registry services [E]
- Significant experience of understanding and appropriately applying and explaining regulations, policies and procedures [E]
- Experience in the development of processes, procedures and internal guidance [E]
- Experience of managing change and/or adapting and developing systems and processes to support delivery of institutional strategy [D]

## Skills and Abilities

- Ability to effectively manage staff and delegate appropriately to meet deadlines and key performance indicators [E]
- Ability to make decisions while under pressure in a fast moving environment [E]
- Strong interpersonal skills to work with students and staff at all levels, including senior academic colleagues [E]
- Excellent oral communication skills and high level of technical accuracy in written English [E]
- Ability to work with tact, diplomacy and discretion, particularly when dealing with sensitive or confidential matters [E]
- Ability to pay close attention to detail [E]

- Excellent IT skills, using Word, Excel, email, Internet, and Zoom [E]

#### Other

- A DBS check will be required [E]
- Available to occasionally work outside of normal office hours [E]

#### Application Process

Applications should be made via [this link](#) by 20:00 on 13 October 2022. Please reference your application “**HOR922**”. Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Due to the urgency of this role applications will be reviewed on receipt, and it is possible that an appointment will be made prior to the closing date of this job advert. Applicants are therefore encouraged to submit applications at the earliest opportunity.

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.