

Deputy Head of Registry (Student Records & Data) - Job Description

POSITION OVERVIEW

Department	Registry
Location	London, Zone 1
Term	Full-time, permanent
Salary	Up to £47,250 per annum, depending on experience
Benefits	Generous benefits package including 25 days holiday allowance (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
Reports to	Head of Registry

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 Deputy Head of Registry (Student Records and Data) to coordinate and manage operational support for the University's student records and programme management, data returns and wider Registry functions. Reporting to the Head of Registry, the post holder will manage all stages of student administration processes and student records including; enrolment, student record and programme 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. Office for Students (OfS) 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 Head of Registry ensure efficient and effective operations for student records and data returns, providing high quality customer service.
- Management of the student records system, to continually improve the system and devise and run regular reports and correspondence from the database to monitor data.
- Responsible for development and maintenance of programme, course and student records in Quercus, including; creating new programme/course records, maintenance of programme pathways and provide advice on structures of programmes and courses so that these can operate in line with regulations.
- 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 ensure the drafting and update of user procedures for Student Records work.
- Overall responsibility and management of the full 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 data checking e.g. assessment marks.
- Oversee 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 and reporting where required.
- Manage 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 regulatory requirements.
- Managing the production and dissemination of timely and comprehensive information to new and returning students regarding enrolment.
- Leading on the planning and delivery of Registry welcome and induction sessions during Freshers' Week for new and returning students.
- Oversee reporting of student attendance, ensuring effective processes are in place for accurate data capture and for reporting as set out in university attendance, engagement and welfare policies.
- Manage data reporting exercises and projects for statutory returns such as OfS, Student Loans Company and other external bodies.
- Manage Student Loans Company (SLC) activity, including; ensuring student fees are accurate and systems updated, accurate completion of

SLC workstreams, accurate completion of the SLC HEI course database, keeping abreast of and implementing any changes to SLC arrangements.

- Working closely with the Finance department in their management of the administration of tuition fee billing, outstanding balances, and SLC income.
- Produce accurate documentation such as student letters, academic transcripts, certificates of attendance, confirmation of degree documentation for students.
- To manage and respond to student and faculty queries regarding student records and to resolve issues/problems/queries independently, escalating where necessary.
- With the Deputy Head of Registry (Assessments), oversee the administration of student misconduct cases, academic appeals, student complaints and extenuating circumstances processes and policies.
- Line management responsibility for Senior Registry Officer and Registry Officer roles within the team, including responsibility for performance management, structure of duties, succession planning and training of staff.
- Acting as secretary for panels, committees and Boards as appropriate, including production of agendas, secure collation and distribution of papers and formal minute writing.
- Collaborate with other professional staff teams and colleagues (Boston), such as Student Support and Development, Quality, Operations and Timetabling in the operational planning of academic programmes and wider Registry processes.
- Working with the Deputy Head of Registry (Assessments) to 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.
- Contribute to key Registry activities such as participation in process improvement reviews, programme reviews, and events (graduation, prize giving).

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 University.
- Work at weekends and outside of normal office hours may be required occasionally.
- Travel may be required.

PERSON SPECIFICATION CRITERIA

Qualifications	Essential/Desirable
Honours degree or equivalent relevant experience.	E
Postgraduate degree	D
Experience/Knowledge	
Experience of working in Higher Education.	E
Significant experience of managing student records systems to perform a range of administrative activities and functions across the student lifecycle.	E
Sound knowledge and experience of student-based external returns to statutory and regulatory bodies such as HESA, OfS and SLC.	E
Demonstrable 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
Demonstrable 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
Skills/Abilities	
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
Other	
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 30 September 2022. Please reference your application “**DHRSR0922**”. 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. Visa sponsorship might be possible for this role.