

Registry Team Leader - Academic Registry - Grade F

Job Description

Purpose

Job Purpose:

To line manage a designated team of professional services staff to ensure the delivery of excellent, professional services to all stakeholders by developing and operating efficient and effective processes, deploying the use of IT systems and digital technologies in response to ongoing feedback and business needs.

To coordinate a range of registry functions and processes across the division of Student Administration including:

- Student Record Administration - module registration, change of circumstances, enrolment support
- Assessment Operations -grade entry and assessment boards

Role holders are based within one specific team but are expected to work collaboratively and flexibly as part of a broader team across the Registry to coordinate the full range of administrative registry functions and events throughout the academic cycle. This may involve changing responsibilities and working in different areas as required.

Duties

1. To line manage a team of professional service Student Administration Officers and Business Support Assistants to ensure high quality standards and services are delivered, using clear communication strategies.
2. Support the Student Administration Manager in the recruitment, induction and training of staff, workload management, and monitoring of staff/team performance against measures, ensuring the highest standards of administration are delivered, embedding a culture of continuous improvement.
3. Working with other Registry Team Leaders coordinate the operations and functions for all levels of study across the academic cycle, from enrolment to graduation, through effective planning and resource allocation and, by developing and maintaining an annual schedule of activity and deadlines throughout the Academic Calendar, to ensure resources are utilised effectively to manage competing demands and a consistent approach.
4. Co-ordinate development of all types of assessment board schedules and identifying adequate/appropriate deployment of resources for the servicing and facilitation of all boards.
5. In liaison with teams in the Academic Registry, and wider University, coordinate the University Data Integrity schedule by running regular assurance reports to highlight and correct data errors and anomalies in a timely manner and take preventative action to eliminate reoccurring inaccuracy.

6. To coordinate the full range of assessment process, encompassing the overseeing of grade entry, ensuring that grade deadlines are met, that all profiles are generated in a timely fashion and that all associated paperwork is produced to a high standard in readiness for the boards.
7. To oversee and assure the data processing of student records for a designated portfolio of courses in accordance with validated course structures; including the administration of core processes such as module registration, interruption, change of course and withdrawal to ensure high levels of accuracy and integrity ensuring the University complies with its statutory, regulatory, and professional obligations.
8. Ensure that all student profiles are given due consideration at the boards and that the academic regulations are applied consistently across all courses, including any professional body requirements.
9. Ensure that all change of circumstances following the assessment boards are communicated effectively in order that these are processed in a timely fashion.
10. To contribute to a continual process to review and redesign processes and service delivery. Working with other registry staff, measure performance against agreed KPIs and integrate those measures into day-to-day operations applying a "lessons learned" and continuous improvement approach.
11. Develop and maintain strong and productive working relationships with all stakeholders, through positive and consistent communications.
12. To provide professional advice and guidance on academic regulations, policies and processes to academic colleagues and professional services staff, as required.
13. To participate in meetings, workshops, task groups and initiatives, as required. Taking responsibility for completing assigned tasks and cascading information, ensuring relevant stakeholders are kept regularly informed of current operating procedures and deadlines.
14. To keep informed of the changes in the sector and the impact of national level policy and legislative changes, including an understanding of the current requirements relevant to registry functions as defined by HESA and the OFS.
15. To proactively participate in University wide events such as Open/Applicant Days, Welcome/Induction and Registration.
16. To undertake document management, being mindful of legislation and regulations on data protection (GDPR), freedom of information and intellectual property rights and maintaining standards of security and confidentiality
17. To proactively engage in relevant personal and professional development to ensure currency of skills and knowledge required to work in a modern Academic Registry.
18. Any other duties commensurate with the post and the grade as maybe required by the Student Administration Manager or Head of Student Administration.
19. With regards to the nature of your role and its impact upon our students, make an active contribution to and support the improvement of the student experience

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Recent experience of managing the delivery of complex administrative processes in a service-focused environment (Application/Interview).
- Demonstrable evidence of strong analytical skills and process review skills to perform data quality checks and other monitoring functions (Application/Interview).
- Detailed knowledge of student records systems in higher education or similar corporate databases (Application/Interview).
- Proven experience in supervising teams, managing workloads, and performance, with the ability to motivate, instruct, and build effective teams. Demonstrates initiative, sound judgment, and the capacity to work independently as a contributing member of high-performing teams (Application/Interview).
- Experience in complying with and providing guidance on regulations, policies, and procedures, with a strong awareness of confidentiality, GDPR, and IT security matters (Application/Interview).
- Degree (or equivalent experiential learning) plus GCSE Maths and English Language (Application).
- Demonstrable evidence of both strong written and verbal communication skills to outline objectives and present information clearly and succinctly to individuals and groups (Application/Interview).
- Proven ability to work under pressure and meet deadlines, particularly in a multi-functional team, with strong planning and organizational skills to handle conflicting deadlines and prioritize workloads effectively—both personal and team-wide (Application/Interview).
- Evidence of strong IT skills and using IT current software and systems and digital technologies (Application/Interview).
- Ability to quickly assimilate complex information and deliver expert opinions, reports, or specialist advice, while working collaboratively with key stakeholders and colleagues to achieve shared objectives (Application/Interview).
- Proven ability to lead and facilitate process reviews, developing actionable recommendations, with a strong commitment to service excellence and continuous improvement (Application/Interview).
- Ability to provide professional guidance and advice to academic colleagues on policies, processes and the academic regulations for both taught and research (Application/Interview).
- Demonstrable ability to work independently, being solution-focused and making decisions with initiative, self-motivation, and a high degree of flexibility and resilience (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of: Achieving Together, Being Proud, Creating Opportunity and Supporting All; as a framework for decisions, actions and behaviours.

Knowledge, Skills, and Behaviours (Desirable)

- Experience and knowledge of working in Higher Education (Application/Interview).
- Experience of managing projects and or managing teams (Application/Interview).
- Understanding of business process improvement methodology (Application/Interview).
- Evidence of professional development and career progression (Application).