

## Senior Assistant Registrar, Doctoral College

Job Ref: REQ221567

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

### Job Description

#### Job Grade

Management and Specialist Grade 8

#### The Doctoral College Office

The Doctoral College Office in the Academic Registry provides an integrated, 'one stop shop' service to all potential and current doctoral researchers, academic staff of the University and external bodies in relation to operational matters relating to research degree programmes. There is a population of 1500 doctoral researchers including those completing their theses active registration, many of whom are from outside the UK and are mature.

The postholder is the Head of the Registry's Doctoral College Office team and reports directly to the Academic Registrar, but also works closely with the Associate Pro Vice-Chancellor (Doctoral College) and co-ordinates the contributions of other Professional Services to the experience of doctoral researchers. Further information about the Doctoral College is available here <https://www.lboro.ac.uk/services/doctoral-college/>

#### Job Purpose

To lead the effective operation and service delivery of the Doctoral College Office, which manages the processes of the doctoral researcher lifecycle from application through to examination. Additionally, to provide expert advice and guidance to Schools and to senior staff including the Pro Vice Chancellor (Research and Innovation) and the Associate Pro Vice-Chancellor (Doctoral College) on operations, strategy and policy in relation to research degree programmes. This will necessitate using an evidence-based approach and incorporating good practice from across the sector in order to provide a world-class experience for Doctoral Researchers at Loughborough. The post-holder will play an important role in co-ordinating the contributions of other Professional Services and raising the profile and visibility of doctoral researchers within the institution. The postholder is expected to operate with a high degree of autonomy and to act as the professional University "expert" in the area of research degree operations, regulations and compliance requirements. The role will also include contributing to wider activities within the Academic Registry remit appropriate to the level of the post, playing a key role in the Registry senior management team.

#### Duties and Responsibilities

##### 1. Operational Leadership and Management

- (a) To be responsible for the operational management of the Doctoral College Office ensuring the continuous development of the service, delivery of an excellent quality applicant and student experience and value for money at all times. The service includes admissions, registration and progression, studentship payments and examination.

- (b) To be accountable for the compliance of all procedures with internal and external regulations and statutory requirements (including Tier 4 immigration for which specialist advice is provided from the (taught) Student Office, ATAS, CMA etc.)
- (c) To lead and manage the Doctoral College Office team including acting as line manager for the two Assistant Registrars.
- (d) To provide leadership to administrative staff who support doctoral researcher processes across the University, particularly in academic Schools.
- (e) As the senior Professional Services staff member for the Doctoral College, to lead and co-ordinate the contributions of colleagues from all Services to the doctoral researcher experience. This will include leading and/or contributing to process improvement projects and records management developments for doctoral researcher processes across Professional Services.
- (f) To be accountable for the quality of doctoral researcher data held in the University's student record system (LUSI) which contributes to external returns (HESA Student, HESES, and REF) as well as internal management information. Specialist input will be provided from the (taught) Student Office and liaison will also be required with the Planning Office, Research and Innovation Office, Finance Office.
- (g) Working with Research and Innovation Office colleagues, to co-ordinate reports required for externally funded studentships or scholarships, including to UKRI and Research Councils for the purposes of ensuring accurate financial statements and expenditure accounts.
- (h) To lead the process for making payments to doctoral researchers for University funded studentships and on behalf of other funding bodies, including Research Councils and overseas sponsors as required. Ensure appropriate monitoring and reporting systems are in place for expenditure and academic progress internally and externally.
- (i) To manage the Doctoral College operational budget (external examiners' fees, travel, subsistence).

## **2. Policy and Guidance**

- (a) To work closely with the Associate Pro Vice-Chancellor (Doctoral College) and other academic School and Professional Service colleagues to ensure the delivery of a world class doctoral researcher experience in line with the University's strategic plan.
- (b) To ensure expert advice and guidance is available to all members of staff, doctoral researchers and external authorities on the more complex aspects of doctoral researcher administration, University regulations and policy. This may require involvement in the handling of more complex doctoral researcher cases e.g. examination issues (including academic appeals), performance issues, funding difficulties, etc.
- (c) To ensure provision of expert advice and guidance on compliance with Research Council policies in relation to payment of studentships.
- (d) Working with Research and Innovation Office colleagues, to keep under review and initiate change in research degree programmes in the light of national policy objectives articulated by UKRI and Research Councils, the Office for Students and the University's strategic priorities. To write collaborative proposals in this area for consideration by Tuition Fees Sub-Committee, Doctoral College Sub-Committee, Research and Innovation Committee and Senate.
- (e) To keep under review, propose amendments and draft as appropriate the University's Regulations for Research Degree Programmes and to be accountable for their consistent implementation.
- (f) To contribute to the drafting and negotiation of inter-institutional agreements for joint degrees and collaborative research degree programmes and to advise on the content of agreements with third party organisations which may be funding and/or hosting doctoral researchers.
- (g) To serve as a member of the Doctoral College Sub-Committee and Chair other relevant deliberative and consultative forums (e.g., Director of Doctoral Programmes Forum, Research Administrators Liaison Group).

### 3. Student Rights and Responsibilities

- (a) To have oversight of the doctoral researcher appeals procedure and to directly manage the most complex cases.
- (b) To have oversight of the procedures for handling allegations of academic misconduct by doctoral researchers.
- (c) Work collaboratively with other Professional Services and Schools to shape the requirements and delivery of Supervisor training.
- (d) To play a lead role in addressing doctoral researcher complaints which may involve informal negotiation to resolve difficulties in negotiation with Schools and Professional Services as quickly and amicably as possible and co-ordination of formal complaints procedures.
- (e) To contribute to the handling of more complex student rights and responsibilities cases relating to taught students on an ad hoc basis.

### 4. Other

- (a) To act as secretary to one or more senior University committees as requested by the Academic Registrar.
- (b) To serve as a member of the Academic Registry's senior management team, undertaking specific responsibilities as requested and contributing to the identification of departmental priorities, deployment of departmental resources and departmental reviews.
- (c) To undertake significant ad hoc project work, in a range of areas of activity, as requested by the Academic Registrar commensurate with the level of the post.

## Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

### ESSENTIAL CRITERIA

Area	Criteria	Stage
Experience	Substantial relevant experience, which should include some experience of doctoral researcher administration or experience of being a doctoral researcher/doctoral researcher issues	1, 3
	Experience of developing, interpreting and implementing regulatory and procedural frameworks in an education context, preferably HE	1, 3
	Significant staff management experience, ideally including an HE "operations" context	1, 3
	Proven track record of initiating and implementing change	1, 3

Skills and abilities	Flexibility, initiative and the ability to master and apply new knowledge and skills quickly in a rapidly changing environment	1, 3
	Excellent interpersonal, communication and negotiation skills (including tact, diplomacy and sensitivity), with the ability to relate effectively and influence people at all levels in different types of organisation including identifying solutions and acting as a mediator in situations involving complex personal and academic relationships	1, 2, 3
	Proven ability to motivate and lead staff through substantial change	1, 2, 3
	Self-motivation, ability and confidence to make reasoned judgements based on available evidence and to act decisively	1, 3
	A good level of numeracy and the ability to interpret complex student and financial data	1
	Proven ability to manage a complex and heavy workload	1, 3
	Excellent practical IT skills and the ability to apply them to administrative processes	1, 2, 3
	Excellent analytical and problem-solving skills with the ability to interpret and disseminate information from complex strategic or regulatory documents and to present concise arguments verbally and in writing based on complex quantitative and qualitative information.	1, 2, 3
	Ability to work effectively in teams with administrative and academic colleagues both as a leader and team member	1, 2, 3
	High level of attention to detail	1, 3
	The capacity to develop a high level of project management skills.	1, 3
Training	A willingness to undertake further training as appropriate	1, 3
Qualifications	Strong educational background including at least a second class honours degree or equivalent	1, 3
Other	Empathy with the aims and objectives of the University	1, 2, 3
	Commitment to observing the University's Equality, Diversity and Inclusion policies at all times	1,2,3
	Commitment to high levels of service to stakeholders	1,3
	A willingness to work flexibly to meet the demands of the post	1,3

## Desirable Criteria

Area	Criteria	Stage
Experience	Experience of dealing with exceptionally sensitive complaints and appeals in an HE environment	1, 3
	Experience of doctoral researcher or related funding arrangements	1
	Experience of managing budgets and financial processes	1,3
	Experience of servicing senior committees in an HE environment	1
	Experience of interpreting legislation and complex regulations	1, 3
	Practical experience of contract negotiation	1, 3
Skills and Abilities		
Qualifications	A doctoral qualification and/or management related qualifications	1

## Conditions of Service

This is a full time permanent position. Salary will be on Management & Specialist Grade 8, £53,353 - £61,823 subject to annual pay award and at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family- friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

## Applications

The closing date for receipt of applications is **09/01/2023**.