Loughborough University

Assistant Registrar (Student Data and Returns)
REQ240174

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Background

The Academic Registry

The Academic Registry is responsible for University-level student and programme administration at the University and supports the work of the University's academic Schools, governance, and academic decision-making processes. It has five sections: the Academic Registrar's Office, the Doctoral College Office, Programme Quality & Teaching Partnerships, Student Records & Operations, and Timetabling.

Further information on the Academic Registry is available here: http://www.lboro.ac.uk/services/registry/
Further information on Student Records & Operations is available here:
https://www.lboro.ac.uk/services/registry/sro/

Background to the Role

This exciting role is crucial to delivery of the Academic Registry's responsibility for the management of data underpinning the student academic life cycle and supporting business change and process improvement activity. As well as contributing to a variety of projects, the postholder will lead a data team of three staff who support the delivery of statutory data returns, data quality work and data requests, coordinating the activity of the team to ensure work is delivered on time and to required standards. The data team are situated within the wider Student Records & Operations section and make key contributions to the broader work of this team.

The postholder will have lead responsibility for most of the University's student statutory returns, including the HESA Student, Individualised Learner Record (ILR) for further education and apprenticeship students, Unistats, Aggregate Offshore Record (AOR), and Initial Teacher Training (ITT) returns, as well as contributing to Higher Education Students Early Statistics (HESES) and Graduate Outcomes contact details returns. A key aspect of the role will include transitioning the University to in-year Data Futures returns, continuing to develop ILR submission processes to support Loughborough's expanding apprenticeship offering, and monitoring upcoming developments in the sector to ensure IT Services are engaged early to develop new or extended functionality to existing systems.

The role also involves leading data provision and analysis for live student data, as well as University-level leadership of student data quality. This includes managing an annual cycle of activities focused on correcting data quality issues, but also undertaking root-cause analysis of these issues and working with process owners to address them. The postholder will therefore need to develop a broad understanding of University-wide processes to ensure data work supports institutional priorities.

This varied role also provides frequent opportunities to lead or contribute to cross-University process review and system development projects beyond the core aspects of data and statutory returns activity. Previous projects have included major contributions to developing new programme and module information systems. Interested candidates should note that the University uses an in-house student and programme information system, LUSI (Loughborough University Student Information) meaning that the postholder will need to work closely with IT Services in most aspects of the role.

The postholder will join a high-performing team with strong people, data and digital skills. The role provides a fantastic opportunity to build on the local success of the first year of Data Futures, to work across the institution to embed good practice and to improve the student experience through important change activity. Training and

development will be provided across all elements of the role. Career progression from this role is likely to be varied, with opportunities around process change and business improvement, project management, data management, and higher education administration and management.

Job Description

Job Grade
Management and Specialist Grade 7

Job Purpose
The Assistant Registrar (Student Data & Returns) will lead the completion of several statutory returns of student and programme data, including the HESA Student Record and the transition to in-year student returns. The postholder will also be responsible for managing and developing the University's approach to student data quality, as well as leading or contributing to process review and system development projects in a variety of business areas.

The role will evolve over time to support internally and externally driven priorities. The duties below therefore represent initial expectations.

Job Duties
1. To lead the accurate and timely completion of a variety of student statutory returns, including:
    a) Interpreting specifications to identify and implement required process and system changes in collaboration with ITS.
    b) Leading on the production of the returns themselves, which includes managing the work of the team to support this activity and implementing process improvements to support effective and efficient delivery of these returns.
    c) Validating the returns and working with Strategic Planning to analyse outputs, including understanding potential league table impacts of statutory submissions, and making recommendations for changes to University policies and procedures to positively influence performance indicators.
    d) Producing documentation for and delivery of training to staff in the Academic Registry and across the University to ensure they understand how their work affects statutory returns and their associated responsibilities in providing accurate and timely data.

2. To manage the transition to in-year student returns, including:
    a) Assessing HESA specifications and guidance (once available) on in-year student returns processes.
    b) Modelling resource requirements for in-year returns and managing the process change to deliver and embed them into the annual cycle of activity.

3. To manage the University's student data quality activity, including:
    a) Overall monitoring of progress with data quality tasks across the institution to ensure timely completion.
    b) Developing new processes and data reports to identify erroneous data for correction, ensuring these are fully documented and handed over to an appropriate owner.
    c) Where feasible, ensuring that data quality issues are addressed at source to prevent reoccurrence.

4. To lead on institutional data provision and analysis for live student data, including:
    a) Managing incoming data requests across the team to provide timely and accurate responses to ad-hoc student data requests, including under Freedom of Information legislation.
    b) Liaising with colleagues in Schools and Professional Services to understand their data requirements and existing data usage to identify areas for improvement in self-service data reports.
    c) Improving data fluency within Academic Registry through training on available reporting tools and reporting techniques.

5. To lead and contribute to projects aimed at reviewing and improving policy, processes and systems in various student and programme administration areas. The projects will vary in scale and may have a cross-University dimension. This will frequently require proactive engagement with academic Schools, other Registry teams, and Professional Services (especially IT Services).

6. To manage the provision of accurate student survey populations (e.g. National Student Survey and Postgraduate Taught Experience Survey) with input from IT Services, Strategic Planning, and Programme Quality & Teaching Partnerships.

7. Senior point of contact for IT Services in the Academic Registry.

8. Line management responsibility for the Student Systems Manager, the Apprenticeship Records Officer and the Student Data & Returns Officer.

9. To maintain awareness and understanding of sector developments through research and external engagement to inform our strategy and services, lead innovation and promote best practice.

10. To act as a member of the senior team of Student Records & Operations (SRO), supporting the Head of Student Records & Operations through:
    a) Closely liaising and collaborating with other management staff in SRO (and in the wider Academic Registry, academic Schools and other Professional Services, where relevant) to ensure operational activities remain joined up and responsibilities are clearly assigned.
    b) Taking an active role in relation to SRO staff leadership and management, including: recruitment and succession planning; setting priorities, allocating work and supporting staff; Performance and Development Reviews; performance management; training and sharing of knowledge amongst the team.
    c) Contributing to the leadership and support of colleagues in the wider Academic Registry and colleagues in academic Schools responsible for student and programme administration.
    d) Contributing to the delivery of key student lifecycle events (e.g. registration, examinations, graduation).
    e) To be an active member of and provide expert technical input to key committees, groups and project teams as required.

11. To undertake ad hoc project work or other occasional duties as required by the Head of Student Records & Operations or Deputy Academic Registrar which are commensurate with the grade and nature of the post.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and Information Security.

Organisational Responsibility

Reports to the Head of Student Records & Operations.

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 higher education administration experience, some of which should be in a student related context	1,3
	Substantial experience of manipulating and analysing large datasets	1,2,3
	Substantial experience of using corporate systems/networked databases, ideally in a higher education context	1,3
Skills and abilities	Excellent interpersonal, communication and negotiation skills (both written and oral), working with colleagues from a wide variety of backgrounds and with different perspectives	1,2,3
	Excellent analytical and numeracy skills including attention to detail and the ability to present quantitative and qualitative information effectively and concisely to a range of audiences in appropriate formats	1,2,3
	Ability to work effectively and collaboratively as a leader or team member in a range of multi-skilled and cross-service teams to achieve institutional goals	1,3
	Excellent organisational and time management skills, including proven ability to prioritise a complex and busy workload in a high-pressure environment	1,2,3
	A proactive and flexible approach, including a proven ability to use own initiative and to work autonomously with limited management direction	1,3
	Excellent problem-solving skills and a proven ability to master new areas of knowledge and skills rapidly and independently	1,3
	Comprehensive knowledge of relevant desktop software, including spreadsheet, email/calendar management and word processing packages	1,2,3
	Proven ability to challenge professionally and influence others including senior colleagues	1,3
Training	Be committed to, and actively participate in, a programme of continuing personal and professional development.	1,3
Qualifications	Strong educational background including at least a second-class honours degree (or equivalent), or relevant work experience at an equivalent level	1
	Minimum grade C or 4 in GCSE English and Maths, or equivalent	1
Other	Appreciation of the importance of and commitment to equity, diversity and inclusion	1,3
	Empathy with the aims and objectives of the University	1,3
	Commitment to excellence and to the continuous improvement of the services for which the postholder is responsible	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of completing higher education statutory data returns, ideally including the HESA Student return	1,3
	Experience of reviewing and improving processes and services through the application and enhancement of IT/digital systems	1,3
	Experience of managing, motivating and developing staff to achieve results	1, 3
	Project management experience	1,3
	A good working knowledge of the University's student records system (LUSI)	1
Skills and abilities	Good understanding of MS Office 365 tools (e.g. Teams, OneDrive, Forms, Lists, Planner)	1,3
Qualifications	A postgraduate qualification	1
	Managerial training (e.g. ILM qualification or postgraduate diploma)	1

Conditions of Service

The position is FULL-TIME and OPEN-ENDED. Salary will be on Management and Specialist Grade 7, £45,585 to £54,395 per annum, 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, details of which can be found here: https://www.lboro.ac.uk/services/hr/topics/grade-6-and-above/

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 https://www.lboro.ac.uk/services/hr/topics/family-leave/.

We also offer an on-campus nursery with a salary sacrifice scheme (further details are available at: https://www.lboro.ac.uk/services/hr/topics/childcare-support/).

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 https://www.lboro.ac.uk/equity-diversity-inclusion/gender-equity/athena-swan/.