

Assistant Registrar (Student Records)

REQ240779

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

The Student Records & Operations (SRO) team, within which this role is based, is responsible, in close collaboration with staff in Academic Schools, for all aspects of taught student administration and delivery of some statutory data returns.

Further information on the Academic Registry is available here: <http://www.lboro.ac.uk/services/registry/>

Background to the Role

This exciting and varied role is central to the delivery of major student lifecycle events and leadership of student records and related student administration processes. The role provides frequent opportunities to lead or contribute to cross-University process review and system development projects – the initial focus will be on a major institutional project to update progression and completion processes, including reassessment registration for postgraduate taught students. The postholder will play a crucial role in liaising with Academic Schools to ensure this development meets institutional requirements across both professional services and academic communities, introduces greater automation, and more seamlessly integrates with other student records processes. Other project activity will include a variety of EDI (equity, diversity and inclusion) developments and contributions to improvements in recording student statuses.

The postholder leads student registration activity to ensure that students are accurately registered onto programmes and modules in a timely manner each year. A significant element of this responsibility involves planning and delivering the annual in-person registration events for new students which take place at the start of the academic year. These events are delivered in collaboration with the Assistant Registrar (Student Engagement, Finance & Immigration) – who leads on international student registration events – and extensive support from the wider SRO team. This area of work involves significant advanced planning and collaboration across the University.

In addition, the data management responsibilities of the role involve working across SRO and in partnership with Academic Schools to ensure processes are in place for the timely and accurate maintenance of student records and that colleagues understand their responsibilities in this area. This also involves advising staff across the institution on the appropriate usage of student data and consideration and mitigation of any risks.

The role also includes University-level leadership for several core taught student administration processes, including changes of circumstances (e.g. transfer, leave of absence, withdrawal), mitigating circumstances, reassessment registration, progression and completion processes. As these processes are primarily School-based, the role involves significant liaison and communication with colleagues in Schools to ensure consistency across the University. This is also relevant when handling complex student cases, with the postholder acting as a senior escalation point within SRO and for colleagues across the University. As such, the postholder is expected to act as

an expert on these processes and the University's taught student regulations, whilst ensuring fairness and a humane approach in the exceptional treatment of individual cases.

The University holds several graduation ceremonies each summer and winter and Academic Registry plays a major role in their planning and delivery. The postholder leads these contributions with extensive support from two of the SRO Managers who are responsible for managing communication with potential graduates and the production of ceremony materials, as well as training and co-ordinating marshals to deliver high-quality ceremonies. The role involves significant cross-University collaboration, particularly with colleagues in Estates & Facilities Management and Marketing and Advancement, as well as significant liaison with Deans and other colleagues in Academic Schools.

The postholder will join a high-performing team with strong people, data and digital skills. Training and development will be provided across all elements of the role. The role provides a fantastic opportunity to play a vital role in improving the student experience and delivering change which will have a significant impact on the operation of progression and completion processes. Career progression from this role is likely to be varied, with opportunities around events management, project management, data management, and higher education administration leadership and management.

Job Description

Job Grade

Management and Specialist Grade 7

Job Purpose

The Assistant Registrar (Student Records) will lead student registration and data management activity, and act as the matrix-manager and escalation point for complex student record cases and data subject access requests. The postholder also provides University-level leadership for key taught student records processes, including changes of circumstances, mitigating circumstances, reassessment registration, progression and completion. Additionally, the role involves leading Academic Registry's contributions to University graduation ceremonies.

The post includes significant project work to review and improve policies, processes and systems. The role will evolve over time to support internally and externally driven priorities. The duties below therefore represent initial expectations.

Job Duties

1. Line management responsibility for the SRO Manager (Student Records lead) and SRO Officer.
2. Across all areas of responsibility, to review policies and processes and lead or contribute to system developments to improve efficiency, standards and customer service.
3. To lead the planning, delivery and review of the University's student registration activity including:
 - a) University-level responsibility for registration of students onto programmes and modules, including their initial online registration and annual re-registration.
 - b) Leading a team of Academic Registry staff to deliver in-person student registration events, including oversight of registration on the London campus.
 - c) Resource planning and liaison with senior University staff, Loughborough Students' Union, Academic Schools and other professional services.
 - d) Resolving escalated issues, involving input from senior University staff as required.
4. To be responsible for the management of student data including:
 - a) Ensuring effective processes are in place for the maintenance of accurate and up-to-date student records.
 - b) Assessing requests for access to and processing of student data, ensuring that data will be processed in accordance with the relevant legislation at all times.

- c) Undertaking or supporting others in completing Data Privacy Impact Assessments, ensuring appropriate levels of risk mitigation are in place.
5. In close collaboration with Academic Schools, to provide University-level leadership for processes relating to changes of circumstances, mitigating circumstances, reassessment registration, progression and completion processes for all taught programmes, including:
 - a) Maintaining the University's regulations governing these areas, including review and update as required.
 - b) Ensuring effective information and guidance is readily available to students and staff, as well as documentation and training for staff.
 6. Matrix-management of the four SRO Managers (one is a direct line report) relating to their student case management responsibilities including handling more complex cases and liaising with senior staff where relevant. This will involve:
 - a. Providing expert advice and guidance on complex student record and related issues and the application of University regulations in specific student cases, including delegated responsibility for approval of requests to waive regulations in exceptional circumstances.
 - b. Overall responsibility for data subject access requests and other requests for information made under Data Protection legislation. This also includes matrix-management of the Information Governance Officer who is responsible for staff subject access requests.
 7. To lead the planning, delivery and review of Academic Registry's contributions to University graduation ceremonies, including:
 - a) Leading a team of Academic Registry staff responsible for preparing for and delivering ceremonies, and playing a lead role in the wider planning of graduation, including liaison with senior staff from relevant services across the University.
 - b) Negotiation of contracts with external suppliers (e.g. gown hire and photography) to secure maximum commission and best service levels, and management of associated income budget (circa £130k).
 - c) Responsibility for arrangements for Honorary Degrees and University Medals.
 8. 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.
 9. To act as a member of the senior team of Student Records & Operations (SRO), supporting the Head of Student Records & Operations through:
 - a) Working with other management staff in SRO, the wider Academic Registry, academic Schools and other Professional Services to ensure effective running of institute-wide operational processes.
 - 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) To be an active member of and provide expert technical input to key committees, groups and project teams as required.
 10. 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 and management experience, some of which should be in a student related context	1,3
	Experience of manipulating and analysing large datasets	1,2,3
	Experience of managing, motivating and developing staff to achieve results	1,3
	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
	Proven ability to remain calm and professional when managing a high-pressure event	1,3
	Training	Be committed to, and actively participate in, a programme of continuing personal and professional development
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	Direct experience of working in one or more specific areas covered by the post	1,3
	Experience of planning and managing large-scale events	1,3
	Experience of analysing complex student cases, making reasoned judgements based on available evidence, and transparently applying relevant regulations and procedures with sensitivity	1,3
	Experience of reviewing and improving processes and services through the application and enhancement of IT/digital systems	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. Loughborough Management Programme, ILM qualification or relevant postgraduate diploma)	1

Conditions of Service

The position is FULL-TIME 1FTE 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/>.