



Staffordshire University Services Ltd

## Job Description

<b>Job title</b>	Registry Operations Assistant
<b>School/Service</b>	Registry
<b>Normal Workbase</b>	Stoke
<b>Tenure</b>	Permanent
<b>Grade/Salary</b>	Grade 3
<b>FTE</b>	Part Time (0.5 FTE)
<b>Date prepared</b>	April 2021

### Job Purpose

To provide administrative assistance for the preparation and delivery of a range of high-quality activities and support across the student lifecycle, for both students and staff.

To assist Registry Operations Managers in the development and delivery of core Registry Services, with a primary focus on that of Timetabling and the remit of the Timetabling Services Manager.

To assist in the setup and use of the timetabling system, including the introduction of new room booking functionality planned for 2021.

To assist with the production of reports and analyses as requested by the Timetabling Services Manager.

### Relationships

Reporting to: Timetabling Services Manager

Responsible for:

### Main Activities

1. To provide high quality administrative assistance in matters relating to timetabling, the wider Registry Operations area.
2. To aid students, partners, academics and service colleagues on matters relating to timetabling and room booking processes.
3. To assist in the development of processes, procedures and innovations within the immediate team, and wider Registry area as delegated.
4. Representing Registry Operations in School or Service meetings and events, including in other departmental locations.
5. To ensure understanding of and work in accordance with defined departmental

performance/service standards and KPIs.

6. To ensure that information entered into systems is accurate and available for use for a variety of purposes, including academic linking to VLE modules.
7. To proactively respond to and resolve a wide range of queries by various means (email, face to face, MSTeams etc) in a timely, courteous and personable manner.
8. To work in accordance with defined performance/service standards, ensuring that queries are responded to effectively within an agreed timescale.
9. To participate in key University events including Awards Ceremonies and Welcome; promoting the provision within Student and Academic Services as appropriate.
10. To support project and development work across the Service as required.
11. To effectively use technology to increase efficiency and continuous improvement, and to share best practices with colleagues.
12. To identify and report any health and safety issues in the relevant work areas, ensuring compliance with health and safety legislation and University policies and procedures.
13. Any other duties or responsibilities as may reasonably be required by senior staff.
14. To undertake other such responsibilities as may reasonably be required.
15. The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy
16. To undertake other such responsibilities as may reasonably be required

### **Special Conditions**

The role holder will be required to travel between sites from time to time in a cost effective manner, which may be through the use of a car.

### **Professional Development**

The organisation is keen to support staff in achieving high standards and will expect continuous professional development to ensure up to date knowledge and technical skills in related areas.

### **Variation to Job Description**

The employer reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

### Conditions of Service

If you are successful in being appointed to a professional support role at Grades 1-6, you will be employed by Staffordshire University Services Limited (SUS Ltd).

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which provides professional support staff to undertake various roles and responsibilities associated with grades 1 to 6 on the Staffordshire University pay scale. You'll work alongside, and under the direction of colleagues, within the University's Schools and Services in the delivery of our University Plan and supporting KPIs. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

### Informal Discussion

Should you wish to discuss this vacancy informally before making an application please contact: [John.Melia@staffs.ac.uk](mailto:John.Melia@staffs.ac.uk) or [Kirstie.Brookes@staffs.ac.uk](mailto:Kirstie.Brookes@staffs.ac.uk)

### Application Procedure

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

Please note that the University will not consider a Curriculum Vitae attached in support of your application and will not use this document in the shortlisting process. Consequently, we would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

The closing date is midnight on 10<sup>th</sup> May 2021