

## Job Description

<b>Job title</b>	Registry Systems and Timetabling Manager
<b>School/Service</b>	Registry/ Registry Operations
<b>Normal Work base</b>	Stoke Campus
<b>Tenure</b>	Permanent
<b>Grade/Salary</b>	Grade 8
<b>FTE</b>	1 FTE
<b>Date prepared</b>	July 2021

### Job Purpose

The post holder is responsible for developing, maintaining, and supporting the use of both the primary student record system (SITS) and the timetabling system (Syllabus plus). This role is critical in leading the successful delivery of functionality associated with both key Systems.

The post holder will work with staff across the University, applying knowledge of a range of Registry functions and systems, to identify, capture and implement business requirements.

They will lead a service that is accessible, high quality and customer centred, with established standards of service delivery.

In addition, the role holder will deliver services, including associated policies, procedures and communications, that enable effective and efficient management of student records and timetabling of university learning space.

### Relationships

Reporting to:	Head of Registry Operations
Responsible for:	'Timetabling Services', 'Fees and Curriculum' and the Student Records and Systems Team (10 staff in total)

### Main Activities

- To lead the supervision of staff operating within the Timetabling Services, Fees and Bursaries and the Student Record and Systems teams.
- To ensure that all policies within the portfolio align with institutional aims and strategies through engagement with the Senior Leadership Team and other stakeholders, and that these elements are monitored for impact and suitability.
- To provide monitoring and evaluation data and regular system updates to inform strategic development, continuous improvement and the development of self-service, web-based solutions for staff and students.

- To develop and utilise information within SITS, Syllabus plus and other associated systems to better enable data and information to inform strategic decision making.
- To ensure that all curriculum, including associated fee and bursary, information is ready for use within systems within agreed service level timescales, and that through stakeholder awareness and engagement exercises, data customer needs are met and often exceeded.
- To develop and manage a centralised timetabling and room booking service, supporting an enhanced student and staff experience while creating efficiencies within timetabling and teaching space utilisation.
- To ensure the student finance function, including SLC and bursaries, is managed to a high level of accuracy and is supportive of a dynamic and diverse student population, including across partnership provision.
- To establish and maintain effective relationships with staff across the University and the Students' Union, to foster a collaborative working approach and to offer enhanced assurances to stakeholders.
- To proactively respond to and resolve a wide range of queries from academic and support staff, including senior managers and to manage and resolve any conflicts that are escalated beyond administrators.
- To promote cultures of empowerment and quality customer service within teams, working in accordance with Service Level Agreements and the 'Staff Make Staffs' initiative.
- To monitor staffing requirements and rosters within the team, prioritising activities and resource deployment to deal with varying levels of demand.
- To brief, train and supervise staff and to ensure that they have access to appropriate up to date knowledge and information.
- To undertake project and development work across the Service as required proposing solutions to address identified issues, including proposals for new plans and procedures.
- To deputise for the Head of Registry Operations on occasion.
- To undertake other such responsibilities as may reasonably be required.
- 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.