



Staffordshire University Services Ltd

Job Description

Job title	Registry Operations Administrator
School/Service	Registry
Normal Workbase	Stoke
Tenure	Permanent
Grade/Salary	Grade 4
FTE	Full-time. 1 FTE
Date prepared	June 2022

Job Purpose

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

To support Registry Operations Managers in the development and delivery of core Registry Services including within the Student Records and Systems team and Assessments and Awards areas.

To support in the delivery of events such as the Graduation Ceremony, Exams, and the NSS, SVS, PTES and PRES surveys.

To support the setup and maintenance of systems including the fee profiles, curriculum information and assessment and awards frameworks on SITS.

To assist with the production of reports and analyses on the effectiveness of Registry Operations deliverables.

Relationships

Reporting to: Fees & Curriculum Officer

Responsible for: N/A

Main Activities

1. To provide high quality administrative support across a variety of inter-linked areas of work that fall under the Registry Operations umbrella.
2. To provide accurate support, advice and guidance to students, partners, academics and service colleagues, ensuring effective knowledge and understanding of University policy, regulations and processes.
3. To actively contribute to the development of processes, procedures and innovations within the wider Registry services, proposing solutions to address identified issues.

4. To engage with role-specific external networks, ensuring feedback and ideas are communicated within the appropriate working group or community of practice within Registry.
5. Representing Registry Operations in School or Service meetings and events, including a visible presence in other departmental locations as part of the working week.
6. To ensure understanding of and work in accordance with defined departmental performance/service standards and KPIs.
7. To ensure that information including programme, course, route, module, module diet, assessment and fee profile records are setup and maintained in SITS, are accurate and available for use in a timely manner to support the effective use of SITS across the University.
8. To support the set-up and maintenance of the SLC course database, student data imports and exports from and to the SLC HEI portal and attendance confirmation processes with SLC/SFE (including students with change of circumstances).
9. To proactively respond to and resolve a wide range of internal and external queries by various means (email, face to face, MSTeams etc) in a timely and courteous and personable manner, including liaison with external agencies such as the SLC.
10. To work in accordance with defined performance/service standards, ensuring that queries are responded to effectively within an agreed timescale.
11. To participate in key University events including Awards, Exams, Ceremonies and Welcome; promoting the provision within Student and Academic Services as appropriate.
12. To support project and development work across the Service, and externally, as required.
13. To effectively use technology to increase efficiency and continuous improvement, and to share best practices with colleagues.
14. 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.
15. Any other duties or responsibilities as may reasonably be required by senior staff.
16. 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.
17. 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.

Weekend and evening work will be required and expected within the role at certain times of the academic year.

Professional Development

The University will support and encourage the postholder to engage in continuous professional development activities through the YOURCareer@Staffs framework. This framework supports postholders to identify appropriate development opportunities. Continuing Professional Development (CPD) activity will be recognised by a bi-annual Performance and Development Review (PDR) discussion.

Variation to Job Description

The University 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

The postholder will be employed by Staffordshire University Services Limited.

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which recruits and provides both academic and professional support staff to the University. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

Application Procedure

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

We ask that all applicants ensure that they have provided comprehensive information under each criterion in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

The University will use anonymous application forms for this role; however, we recognise that applicants may want to include additional information. If you choose to upload any supporting documents that contain identifiable data, your application will no longer be considered anonymous.