

# Role Descriptor

<b>Role Title:</b>	Registry Operations Administrator (Awards and HEAR) (CAA24-035)
<b>School/Service:</b>	Curriculum and Academic Affairs
<b>Normal Workbase:</b>	Your normal place of work is the Stoke Campus, but you will be required to work or be based at any premises the University occupies or any other reasonable location where the University is undertaking its business.
<b>Grade:</b>	4
<b>Role Family:</b>	Operational and Administrative
<b>Reporting To:</b>	Registry Operations Manager (Fees, Bursaries and Post Award Processes)
<b>Responsible For:</b>	None

## Summary of the Role

Responsible for updating and maintaining student and associated records, ensuring that all data entered is accurate and timely and that enquiries are actioned in line with agreed service levels.

## Key Accountabilities

1. Areas covered include, but are not limited to, Award conferment records, HEAR, and will involve liaison with external bodies such as the SLC.
2. To provide high quality and student centred administrative support across the student life-cycle and provision of advice, support and guidance both internally and externally to the service.
3. Accurately process, input data and maintain records relevant to the role in the Student Record system and on external systems as required by the portfolio.
4. Provide information to support enhancement of the service and other University functions. Work with colleagues across the department and wider University to identify opportunities for enhancement to processes.
5. Maintain and enhance the student experience across the student lifecycle where appropriate to the role and in support of Directorate objectives.
6. Analyse and review own practices and propose improvements to practise and support implementation of enhancements where directed.

# Role Dimensions

## Qualifications

To be successful in this role you will need to hold the following qualification requirements:

- Educated to level 4, or equivalent, in English and maths or equivalent level of experience.

## Experience and Knowledge Requirements

To be successful in this role you will need to demonstrate:

- Experience of providing comprehensive administrative support to a function, including accurate record keeping, producing high quality documentation and excellent customer service.
- Experience of managing competing priorities, using initiative and problem solving.
- Experience of using Microsoft Office.
- Knowledge of student record processes is desirable.

## Core Competencies

As a University we have aligned success, in all roles, to the demonstration of all ten Behavioural Competencies that bring our Values to life. Demonstrating these Behaviours is a critical part of a successful career at the University of Staffordshire. Whilst you are expected to demonstrate all ten behaviours, five core behaviours have been identified as essential for success in the Operational and Administrative role family as follows:

### Delivering Together

Demonstrates a flexible approach to be able to work successfully in different teams, and in conjunction with suppliers and/or customers. Shows respect for others by recognising effort, providing encouragement and constructive feedback. Supporting the development of others through the sharing of skills, knowledge and experience.

### Service Excellence

Understands their internal and external customers and their wants and needs. Works consistently to deliver a service that exceeds customer expectations. Takes pride in delivering service excellence.

### Personal Credibility

Takes pride in doing a great job. Demonstrates energy and commitment in all aspects of the role. Focuses on the things that make the biggest difference to the University, the team and the department.

### Leadership

Demonstrates leadership of self or self and others if in a management role. Takes responsibility for own actions and where in a manager/leader role, the actions of their team. Demonstrates the University values consistently in the way they work. Inspires others by their actions.

### Digital

Demonstrates a positive approach to working with University systems, software and technology. In an ever-changing environment seeks out opportunities to embrace change using digital skills, software, and technology to improve processes and drive behavioral and organisational change.

## University Responsibilities

The weekly hours and days of work are outlined in the contract of employment. However, the nature of university business may require the post-holder to occasionally work outside core hours at evenings and weekends to ensure continued delivery of an excellent student and customer experience.

All staff are responsible for looking after their own health, safety and wellbeing and that of others who may be affected by their acts or omissions.

All staff are 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.

## Variation to Role Descriptor

The role descriptor summarises the main duties and accountabilities of the post and is not comprehensive: the post-holder may be required to undertake other duties of similar level and responsibility. The University reserves the right to vary the duties and responsibilities set out within this role descriptor.