

JOB DESCRIPTION AND PERSON SPECIFICATION	
Job Title: Head of Registry Services (Associate Academic Registrar) Contract Length: Permanent Grade: Individual Contract Accountable to: Academic Registrar	Salary: c. £70,000 FTE: 1.0 FTE/ 37 Hours per week Location: High Holborn and other sites College/Service: Academic Registry
Purpose of Role: <p>Reporting to the Academic Registrar this new role will lead and drive the Registry Services through continuous improvement in the effectiveness, efficiency and quality of processes, and service delivery to students, academic teams, the wider University and external partners.</p> <p>The post-holder is part of the Academic Registry SMT and will have a particular focus on collaborating with other stakeholders to build consistency and ensure a seamless efficient service by setting and maintaining a high performance culture focused on student experience across the colleges.</p> <p>The post will also act as a Deputy to the Academic Registrar on engagement and change initiatives across Registry Services impacting University wide and external partners.</p>	
Duties and Responsibilities Partnerships & Collaboration <ul style="list-style-type: none"> • Provide oversight of all Registry Services strategies, goals and priorities, including the provision of a holistic view of all services and their overarching quality and standards, plus the visibility of progress to improvements, highlighting significant risks and issues to delivering the Service. • Communication of agreed priorities and ways of working relating to tactical synergies, alliances across teams and customer service standards into the organisation and within the Academic Registry teams. • Lead on showcasing and celebrating the successes from the Service area, with a focus on explaining how value has been added from a user's perspective. • Work with senior partners and stakeholders to identify and embed a continuous improvement culture in the team that will provide an efficient and effective customer focussed service. • Develop strategies and ensure improvements are identified and tracked, demonstrating the value achieved through delivery of the customer focussed roadmaps. • Work with the Academic Registrar to resolve conflicting priorities and complex problems which might have an impact on the delivery of the Service strategy. People <ul style="list-style-type: none"> • Build and develop a highly-skilled and effective workforce that is ambitious in delivering high quality services to students and staff covering all aspects of student administration from the point of enrolment to final exam boards, in line with University policies, processes and procedures, and including day to day problem solving and decision making on operational matters. This will include making decisions on individual student cases in relation to exceptions to rules on, for example, enrolment. 	

- Develop the multi-disciplinary teams to be fully embedded in the needs of the service, understanding the customer standards and implement a customer service approach to delivery by staff, including methods to listen to customer needs, and embedding a customer service culture across the service. This will include partnering with key stakeholders including PVCs/Heads of College, Directors of College Administration, and University Service Directors as appropriate.
- To develop, and maintain, a set of performance indicators for the work of the Registry Services team. This will include considering existing available data, and making decisions on whether new data should be gathered, and analysing its efficacy in terms of the improvement culture and customer focussed ethos of registry services.

Service Delivery

- Lead and champion a customer focussed approach within service delivery across Academic Registry
- Work collaboratively with Academic Registry colleagues in the development of University wide policies, processes and procedures in all areas of business, with responsibility for identifying, developing and delivering changes to processes and procedures.
- A particular focus should be on developing a continuous improvement culture where staff can contribute to innovation and improvement, and ensure good partnership with those using the services, be they students or staff. This will include partnering with key university and college leaders in exploring and negotiating the implications of changes for their areas of operation.
- Work closely with the Academic Registrar and other service heads to ensure the services delivered to students and staff support the University's strategic priorities.
- Working closely with Heads of Academic Registry to provide strategic solutions to services provided
- Work with the Head of Course Support to ensure a seamless service between course support and student administration in each college.
- Work with the Head of Assessment and Quality to ensure high quality delivery of assessment administration, and excellent working relationships with the college based quality teams, in line with University policies, processes and procedures. This will include monitoring operations and solving problems as they arise.
- Chair and or lead University-wide relevant working groups as required and to attend University committees as required
- To represent the University at relevant national networks, such as the Academic Registrars Council, building up a network of relevant contacts. The postholder will be expected to hold, or build up, sufficient knowledge and understanding to be able to benchmark UAL practice against sector best practice.

General

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Staff Charter and Dignity at Work Policy, promoting equality diversity and inclusion in your work
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
- To ensure the flexible deployment of the team's administrative service staff to meet variations, peaks and troughs in workloads. This may require working temporarily at another site during these times
- As a member of staff in Academic Registry you may be asked to assist in other areas of the department's work in order to maintain required levels of service during university-wide Registry

ual:

activities such as Graduation and Enrolment. This may require working temporarily at another site during these events.

- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Academic Registry SMT (Academic Registrar, Head of Assessment and Quality, Head of Student Systems and Records, Head of Course Support, Heads of College Academic Registry x 4)
- COO and members of the COO SMT
- College Deans and Associate Deans
- Programme Directors and Course Leaders
- Quality Assurance Teams
- Timetabling Teams
- Associate Deans

Specific Management Responsibilities

Budgets: None

Staff: Line management of 4 college based Heads of Academic Registry. Responsibility for all staff in the College Academic Registry Teams (circa 110).

Other (e.g., accommodation; equipment):

Person Specification	
Specialist Knowledge/Qualifications	<p>First degree or equivalent experience (essential)</p> <p>Postgraduate degree or relevant professional qualification (desirable)</p> <p>Extensive knowledge of the HE sector and HE registry processes (essential)</p>
Relevant Experience	<p>Substantial experience within an HE environment of leading the operation of at least one of the common services or processes in an HE registry (essential)</p> <p>Experience of leading and managing teams operating registry processes (desirable)</p> <p>Experience of change management in HE generally (essential) and specific experience of reviewing and improving a registry processes (desirable)</p>
Communication Skills	<p>Ability to communicate persuasively, presenting compelling arguments and adapting style and message to a diverse internal audience in an inclusive and accessible way (essential)</p>
Leadership and Management	<p>Ability to lead a team made up of several sub teams, motivating and inspiring staff, and delegating as appropriate to manage performance (essential)</p> <p>Ability to manage a wide range of operational registry functions, making decisions at times, and delegating decisions and operations at other times, to fulfil an overall objective of operational efficiency and good customer service (essential).</p>
Planning and managing resources	<p>Demonstrable ability lead a large team to plan, prioritise and manages resources on a short term and long term basis to deliver efficient and customer focussed set of services (essential)</p>
Teamwork	<p>Ability to work with staff at all levels in a collaborative way to solve problems, run services, and foster constructive cross team working (essential)</p>
Student experience or customer service	<p>Strong track record of managing operations to deliver a great service to customers in general (essential) and ideally an understanding of how customer service principles can be applied to HE registry services (desirable).</p>

ual:

Creativity, Innovation and Problem Solving	Extensive record of considering and evolving administrative processes in an HE environment (essential) as applied to registry processes (desirable)
--	--

Last updated: October 2022, for recruitment



UAL Academic Registry - Profile

The Academic Registry at UAL is a cross University service made up of four teams. Some teams are University teams based in a single central location, the University headquarters building in High Holborn. Other teams are based in colleges and some teams are a mixture of these two. The service covers the full range of student and course administration, plus academic policies and regulations, quality assurance as well as student records and the system to support them.

Academic Registry has been developing, and expanded in 2021 with the merger of the four college based teams and the University team. We have also made a major investment in course support through the creation of a new dedicated team supporting course administration. This team will be fully operational from 22/23.

Assessment and Quality

- Led by the Head of Assessment and Quality (John Lally)
- 28 staff
 - o 12 staff in central team based in High Holborn
 - o 16 staff based in four college teams
- Responsible for
 - o Operation, and development of, quality assurance processes
 - o Academic regulations and academic policies, including advising on interpretation, supporting operation and implementation, and development and approval of new and revised policies and regulations
 - o Running academic governance structure (servicing most major committees of UAL and colleges)
 - o Degree certification and running annual Graduation Ceremonies
 - o Academic complaints and appeals
 - o Operation of the course database AKARI

Student Systems and Records

- Led by the Head of Student Systems and Records (Nada Atwan)
- 26 staff, based in High Holborn
- Responsible for:
 - o Running, supporting and developing SITS, the UAL Student Record System
 - o Student records processes covering the student admin journey through UAL
 - o Supporting other academic operational systems: CELCAT (timetabling), SEATS (attendance), Pebblepad (admissions portfolio submission).
 - o Preparation of statutory returns

Course Support

- Led by the Head of Course Support (Kerry Sullivan)
- 50 staff
 - o A team in each college (between 11 and 15 staff in each)
- Responsible for running a set of services in support of course operation including:
 - o Moodle VLE set up/digital support
 - o Course communications
 - o Course events
 - o Attendance monitoring operations
 - o Physical assessment submissions
 - o Preparation for external examination

ual:

Registry Services

- Led by the Head of Registry Services (new post – recruitment Oct 2022)
- 120 staff
 - o A team in each college or college grouping* (between 27 and 33 staff in each)
 - o College teams led by the Head of Academic Registry (college)
- Responsible for the operation of student administration including:
 - o Enrolment
 - o Maintenance of student records in line with UAL processes
 - o All aspects of assessment administration
 - o Attendance monitoring administration
 - o Compliance administration
 - o Placement
 - o Course Committees
 - o Validation servicing

* Camberwell College of Arts, Chelsea College of Arts, Wimbledon College of Arts (CCW)
Central Saint Martins (CSM)
London College of Communication (LCC)
London College of Fashion (LCF)

Academic Registry Structure Chart

