

Senior Registry Administrator

Job Description

The Role

Job title:	Senior Registry Administrator
Department:	Academic Services
Responsible to:	Head of Registry
Location:	Royal Agricultural University, Cirencester, GL76JS
Salary:	Grade 5: £25,138 to £29,605 per annum
Term:	Full-time, Permanent
Relationships with:	Students, Academic colleagues, Academic Services wider teams, International and Collaborative partner institutions, Student Services external stakeholders

Purpose

Working within the Registry team, the post holder will take responsibility for the day-to-day management of student records, the administration of the assessment lifecycle, responding to staff and student requests on the application and interpretation of University policies and University Regulations for all students at the Royal Agricultural University (RAU).

Key Responsibilities

1. Providing experienced and affective administration for key areas of Registry operations at the RAU, in particular supporting the;

- Administration of assessments for our international partners, collaborative partners and RAU home students
- Administration of awards and prizes
- Administration of requests for extensions or deferrals

- Administration and maintenance of the student records and student record system configuration
 - Assist with the administration of scholarships, student funding and timetabling
- 2.** Providing accurate advice and guidance to resolve enquiries, in person, by telephone and by email from staff, students and external enquirers, sign posting to others where necessary.
 - 3.** Reporting and analysing the root cause of queries; working with Academic Services staff, and colleagues from across the University to devise solutions.
 - 4.** Supporting the Assessment and Curriculum Manager with the effective administration of the end-to-end assessment lifecycle of assessments for our international partners, collaborative partners and RAU home students working with attention to detail and ensuring accurate data entry and communication at all stages.
 - 5.** Supporting the Assessment and Curriculum Manager in creating and maintaining module assessment records in the student record system as a single source of truth; ensuring total alignment with the academic regulations and the definitive module specification for each module.
 - 6.** Maintaining student records, curriculum records, and assessment records in the student record system; identifying incomplete records and chasing and inputting missing information.
 - 7.** Accurately monitoring and reporting student status information (interruptions, transfers, suspensions, withdrawals), including preparing information on student registration for the purposes of invoicing collaborative partner institutions
 - 8.** Assist with the organisation and administration of major activities and events including registration, graduation and matriculation
 - 9.** Provide advice and guidance to prospective students and applicants at Open Days
 - 10.** Deal with requests for replacement ID cards and confirmation letters for students, and ex-students, including- when required- the production of replacement transcripts and certificates.
 - 11.** Providing administrative support for all areas of Registry operations as required.
 - 12.** Undertaking general administrative duties to support the wider department, or the university, as appropriate at key points of activity.

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.

- All staff are required to act in a way that always safeguards the health and wellbeing of children and vulnerable adults. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities regarding safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on university premises other than in specifically designated areas.

University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.

- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.
- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Exercise*
Qualifications:		
GCSE C or above in English and Maths, or equivalent experience	Essential	A
Educated to degree level, or equivalent	Desirable	A
Knowledge, Experience and Skills:		
Sound level of competence in Microsoft Office applications	Essential	A, B, C
Data analysis and management skills: confidence using Microsoft Excel to analyse and interrogate data	Essential	A, B, C,
Experience using complex databases to support records management and administration	Essential	A, B
Experience using student records systems (e.g. Quercus, Banner, SITS)	Desirable	A, B
Organisation skills: the ability to plan work and use initiative to manage and organise own workload	Essential	A, B, C
Customer service skills: an understanding of good customer service and ability to meet customer needs	Essential	A, B
Clear communication skills: an ability to adjust communication style and approach in response to the format and audience	Essential	A, B, C
Flexibility: an ability to manage multiple demands without losing focus or energy and to maintain accuracy in a busy environment	Essential	A, B, C
Familiarity with the principles of confidentiality and data privacy, knowledge of the requirements of the General Data Protection Regulations	Essential	A, B

C)* Exercise : Assessment exercise of 30 minutes will form part of the selection process

Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- Informal enquiries can be made to Gina Smith, Head of Registry; Gina.Smith@rau.ac.uk
- **Closing date:** 26th February 2024 with **Interviews on:** 13th March 2024.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are underrepresented within the RAU at this level.