

Registry Officer (Systems)

Job Description

The Role

Job title:	Registry Officer (Systems)
Department:	Academic Services
Responsible to:	Head of Registry
Location:	Cirencester
Salary:	Grade 6 (£28,759 to £33,965)
Term:	Full-time, permanent
Relationships with:	Academic Services teams, students, academic staff, staff in other professional services.

Purpose

The postholder will provide support for student systems including the student record system (Quercus), timetabling system (Celcat) and attendance monitoring system (Seats). This will include coordinating the initial configuration and ongoing maintenance of systems to ensure they are effective and efficient. The postholder will also be responsible for delivering critical, system-dependent, business processes; in particular the maintenance, and annual rollover, of curriculum information in the student record system (Quercus), annual production of the timetable (Celcat), and set up and maintenance of attendance monitoring reports (Seats).

The postholder will report to the Assistant Registrar (Student, Records, Operations and Returns) and will contribute to the work of the team, and wider Academic Services directorate, as required.

The University is trialing a hybrid approach to work; there will be some capacity for working remotely however, you will be expected to be present on campus on a regular basis each week.

Key Responsibilities

1. Overseeing the effective use of student systems at the RAU by being an advanced user of relevant systems, including, but not limited to, the student record system (Quercus), timetabling system (Celcat) and attendance monitoring system (Seats).

- 2.** Setting up, monitoring and maintaining curriculum and assessment data in the student record system, working closely with colleagues within the Registry team and academic quality to ensure a single source of truth for curriculum data.
- 3.** Managing the annual rollover of curriculum data in the student record system.
- 4.** Requesting, collating and managing timetable requirements, delivering the annual timetable to agreed timelines.
- 5.** Analysing and resolving issues in systems that arise due to changes in curriculum, staff or systems
- 6.** To be knowledgeable in the understanding of, and practical implications of, the University's codes of practice and ensuring compliance with them by all staff, including advice and solutions.
- 7.** Configuring and maintaining reports and workflows in the attendance monitoring system (Seats).
- 8.** Monitoring data quality across all systems, utilising regular and detailed exception reporting to ensure high levels data quality and taking action to address inconsistent or poor-quality data.
- 9.** Providing support, guidance and training to general users of student systems, investigating issues and producing user documentation.
- 10.** Investigating identified issues arising in student systems, identifying solutions where possible, liaising with IT and external suppliers
- 11.** Working with the university's business analysts to establish business requirements for new system developments, undertaking user acceptance testing following system upgrades.
- 12.** Assigning Academic Support Tutors to students.
- 13.** Monitoring, analysing, and reporting on the University's use of systems to ensure they are effective, fit for purpose and are aligned to best practice in the sector.
- 14.** Demonstrating, at all times, good data management practices and compliance with data protection legislation, including confidentiality and security.
- 15.** Making a significant contribution to the work of the Registry team. Supporting the overall objectives of Academic Services, assisting other areas as and when required including assisting with the registration of students at peak times.

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) Presentation
Qualifications:		
Demonstration of continuous professional development and keeping abreast of sector practices	Essential	Application form
Educated to degree level	Desirable	Application form
Knowledge, Experience and Skills:		
Considerable experience in Higher Education administration, demonstrated through relevant roles at a similar level.	Desirable	Application form Interview
Advanced IT skills, including an ability to learn and adapt to new systems and functionality.	Essential	Application form Interview Exercise
Experience using one or more of the following systems; <ul style="list-style-type: none"> • Quercus • Celcat • Seats 	Desirable	Application form Interview
Experience of working with complex student record systems, with an understanding of data protection legislation.	Essential	Application form Interview
Direct experience of timetabling in an education setting.	Desirable	Application form Interview
Direct experience of maintaining or configuring curriculum information in an education setting.	Desirable	Application form Interview
An understanding of effective stakeholder management techniques with experience of providing a supportive approach when dealing with difficult stakeholders.	Essential	Application form Interview
Ability to work independently, with minimal supervision, and on own initiative, working to tight deadlines.	Essential	Application form Interview Exercise
Proven ability to manage change.	Essential	Application form Interview
Excellent organisational skills, with the ability use initiative to manage and organise own workload, with capacity to manage multiple demands without losing focus or energy.	Essential	Application form Interview

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Management and delivery of complex tasks, with the ability to work accurately, under pressure.		
Excellent analytical skills, including an ability to identify and assess issues, and develop and implement solutions.	Essential	Application form Interview

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:** 28 May 2024 with **Interviews on:** 12 June 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.