Assistant Registrar Student Records, Operations and Returns
Professional Support Services

Candidate Information Pack – April 2021

About the Royal Agricultural University

> The Royal Agricultural University has been at the forefront of agricultural education and a key contributor to the land-based sector for over 175 years.

Our heritage

The Royal Agricultural University (RAU), formerly the Royal Agricultural College, was the first agricultural college in the English-speaking world. The first 25 students were admitted in September 1845.

From its early days, the College was staffed with innovators and pioneers and made a considerable impact on farming practice and agricultural science. In 2013, the Privy Council awarded the College full University Status with Taught Degree Awarding Powers, in recognition of its long record in the provision of higher education.

The present

The RAU has some 1,200 students studying a range of subjects, including agriculture, animal science, business, environment, equine science, farm management, food, real estate and rural land management. Set on the edge of Cirencester in the beautiful Cotswold countryside, its small size provides an exceptional sense of community amongst students and staff, which supports, develops and encourages students from all backgrounds to achieve their ambitions.

The University motto is 'Arvorum Cultus Pecorumque', a quotation from Virgil's Georgics, meaning 'Caring for the Fields and the Beasts'. This maxim has been enduringly relevant for a University which, in every area of its activity, has worked to promote sustainable use of the land, safeguard the environment and animal welfare and the wellbeing of rural communities. The RAU prides itself on combining subject expertise with industry connectivity and an innovative, forward thinking, enterprising approach. This opens doors for students, and RAU graduates are well prepared for successful careers in their chosen field, whether that be leading innovation and change in industry, informing future land-based policy, or setting up their own businesses. rau.ac.uk

The future

Since 2016, the RAU has achieved significant progress against its strategic plan and has delivered transformation and change. The RAU has redefined its purpose as "to cultivate care for the land and all that depend on it".

Core elements of the strategy include:

- Growing and diversifying the student community by providing an outstanding student experience and excellent employment outcomes. Innovative programmes will be informed by the evolving needs of industry and designed for learners at all stages of life, delivered via traditional and online learning platforms.

- Establishing a Knowledge Hub that will help industry navigate change and uncertainty making it possible to tackle big challenges more effectively, thereby delivering societal benefit and impact. The Hub will provide a focus to catalyse farmer led innovation, act as an accelerator of rural enterprise and become a centre for thought leadership for development of evidence-based policy and strategic thinking.

- Becoming a sustainable, efficient organisation that can fund a continuing investment in its physical, digital and human infrastructure, ensuring a continually improving and excellent experience for students and staff.

- Partnering with land-based colleges and schools to extend and diversify the student community. The University will foster thriving linkages to a variety of localities and communities across the UK, thereby extending the reach of learning opportunities it offers and the impact of its research.

- Developing sustainable partnerships with industry and research-leading institutions to provide a wider perspective, ensuring that what it teaches is relevant, improves student employment outcomes and enables sustainability-oriented innovation.

- Building on existing and successful international partnerships, among which a prominent feature has been teaching partnerships with Chinese universities.

"The RAU's mission is to equip a new generation to thrive through change"

Select highlights

The RAU has achieved significant progress against its strategic plan. Recent successes include:

- Ranked one of the UK's Top Ten Universities. Whatuni Student Choice Awards, both 2019 and 2020 https://www.whatuni.com/student-awards-winners/university-of-the-year/. We were also top 10 for job prospects in both years.

- Enterprising Learning Provider of the Year 2019: IOEE Celebrating Enterprise Awards 2019 http://ioee.uk/2019/10/07/celebrating-enterprise-awards-2019/ . Awarded Centre of Excellence by the Institute of Enterprise and Entrepreneurs (IOEE) in the same year.

- Winning £1.1m of Catalyst funding to develop the next generation of agri-food/ tech leaders and to create new industry- led programmes that aim to position the RAU as a thought leader post-Brexit.

- Addressing highly relevant global grand challenges – such as climate change, food security and urbanisation– through the Rural Knowledge Hub, which initiates thought leadership activities and accelerates the growth of rural enterprises through the Farm 491 agritech business incubator based in the new Alliston Centre and also the new National Innovation Centre for Rural Enterprise.

- Increasing the percentage of state - school entrants launching two new funds with a specific focus on widening participation and getting involved in two national outreach programmes and the Agrespect rural LGBT+ network.

- Securing a £2.2 million endowment from the John Oldacre Foundation to support applied research, and PhD students. Current PhD projects include crop science, land values in London boroughs, and equine nutrition.

- Expanding its CPD offer via the John Oldacre Rural Innovation Centre, which is based at Harnhill and offers a large range of practical, industry-facing courses that teach rural skills.

- Establishing new and mutually beneficial academic partnerships with further education providers, such as the validation arrangement with Plumpton College and the urban farming focus afforded by the link with Capel Manor College in London.

Further information on other initiatives and successes can be found here.

The Role

Job title: Assistant Registrar Student Records, Operations and Returns

Department: Academic Services

Responsible to: Academic Registrar and Director of Academic Services

Responsible for: Student & Curriculum Record, Timetabling, Student Funding and Registry student support functions

Location: Royal Agricultural University, Cirencester, Gloucestershire

Salary: Grade 8: up to £45,000 per annum depending on qualification/experience

Term: Full time, permanent

Relationships with: students, staff, regulatory and sector stakeholders

The Purpose

To provide leadership, within the University and the wider Academic Services department, for the operational deployment of the Student & Curriculum Record, Timetabling, Student Funding and Registry student support functions, assuring integrity of the University's curriculum and student data and enhancing the quality of the student learning opportunity.

Working in partnership with colleagues in Digital Innovation, the post holder will also act as the application manager for the University's Student/Curriculum Record, Timetabling and MI/BI systems, providing a combination of technical and business knowledge to ensure best operational use is made of and maximum benefit is gained from the systems available, including workflows and integration with other University systems and ensuring optimisation of the scheduling of formal learning engagements.

The post holder will provide leadership for the provision of student-related management information, business intelligence and statutory returns, ensuring these are timely, accurate and to maximum legitimate advantage of the University, fully support University decision-making and delivered via appropriate platforms.

The post holder will have operational responsibility for a number of student-facing processes including extensions, financial support and student enquiries, ensuring that policy in these areas are developed and delivered correctly, to best practice and maximising quality of student experience.

As a member of its leadership team, the post holder will also make a general contribution to the running of the wider Academic Services Directorate, including the support to be provided by the Student Records, Operations and Returns team to other Academic Services teams at peak periods as necessary and practicable.

Relationship with:

- Academic and professional services staff including at partner institutions
- Students, including Students' Union representatives
- Student Loans Company
- 3rd Party software suppliers
- Staff of other universities and of sector agencies (e.g. HESA and OfS)
- Other relevant suppliers to the University
- Cotswold District Council and other local councils

Key Responsibilities

1   To manage and develop the work carried out by the Student Records, Operations and Returns Team, making effective use of time and resources to meet the University's strategic and operational priorities.

2   To apply a full understanding of the policy and business processes that underpin key stages of the student life cycle and their implications for student & curriculum record keeping and the submission and impact of statutory returns.

3   To manage all University student & curriculum records and timetabling systems, working with internal customers, stakeholders and colleagues in Digital Innovation to define data requirements and systems goals, identifying and resolving data and systems issues and ensuring all content is up to date and accurate. To help advise the Senior Leadership Team regarding strategic development of these systems and to all University staff regarding the correct and appropriate use of student & curriculum record and timetabling systems.

4   To act as the University application manager for the above systems:

- with 3rd party provider teams and colleagues in Digital Innovation, carrying out investigation and analysis of functionality and releases, undertaking user acceptance testing and managing fault logging and tracking, through to resolution. Working with the University's business analysts, writing of any business requirement documents, providing logic and analysis to the project team where required, including the development of the interface with other systems and web-based approaches for enhanced delivery of information to students and staff.

- maintaining and developing understanding, skills and expertise re. the student & curriculum records and timetabling systems, within the team and across the University, through active participation in development projects and regular upgrades, assessing impacts on current activities and areas for improvement and undertaking dissemination and training of colleagues.

- Oversight of timely and accurate administering and day to day processing of all incoming student record information, including from UK and international partners, undertaking active data quality verification exercises and running various routines to calculate and update data

5   To maintain and develop the University's student & curriculum records and timetabling operational documentation, policies and procedures in accordance with approved changes and in line with external benchmarks, and to disseminate information to relevant stakeholders.

6   To have operational oversight of student funding and Registry student support functions, keeping abreast of SL requirements and university procedures, liaising with local authorities re. council tax exemption and electoral registration, ensuring timely data set up, exchange and reporting with SLC, along with a high quality service to students

7   As the University lead, to manage and develop the provision of all student-based statutory returns (including HESA, HESES & other OfS & PSRB requirements), internal management information and business intelligence platforms, ensuring that these are delivered in a timely, accurate manner, maximising legitimate University advantage and support for University decision-making and with an understanding of onward use and impact including by statutory agencies, league tables and other third parties

8   To conduct staff induction and training according to University policies and procedures, relating to systems, Registry student support functions and student-related MI/BI as relevant, across the immediate team, Academic Services and the wider University, ensuring any training needs are identified, followed and supported by appropriate materials, taking note of internal and external developments in policy.

9   To attend University and external meetings, as appropriate, to ensure areas of responsibility are represented and reported.

10   To keep abreast of key developments and sector best practice relating to all role components, including participation in appropriate professional bodies and supplier user groups, for self-development purposes and to disseminate information and training to University management, the immediate team and wider University community.

11   To make a general contribution to the running of the wider Academic Services Directorate, including the support to be provided by the Student Records, Operations and Returns team to other teams at peak periods.

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 safeguards the health and wellbeing of children and vulnerable adults at all times. 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 with regard to 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.

Person Specification

REQUIREMENTS The post holder must be able to demonstrate:	ESSENTIAL (E) or DESIRABLE (D) REQUIREMENTS	MEASURED BY: A) Application Form B) Interview C) Test/ Exercise
Qualifications, knowledge & experience. - Experience of student records systems management - Experience and understanding of HE procedure and its application - Successful experience of managing and motivating teams and individuals and of providing leadership to senior colleagues and the wider workforce on key portfolio matters - Substantial experience in managing complex processes and of implementing policies to achieve targets. - Experience of handling sensitive personal information. - Knowledge and understanding of the requirements of HESA and the Office for Students in relation to student data. - Knowledge and understanding of student funding in relation to the Student Loans Company.	E	A,B

▪ Excellent and current knowledge of common IT systems (MS Office applications) and of managing data accuracy.		
▪ Evidence of strong analytical skills including the ability to explore and evaluate complex sets of information, draw conclusions and propose potential solutions to problems	**E**	**A, B**
▪ Experience of undertaking large-scale data gathering, information retrieval and analysis	**E**	**A,B**
Planning & organising. ▪ Able to plan ahead to develop and deliver a service which meets its targets. ▪ Able to manage a broad range of competing demands and activities including those with both short term and longer term delivery dates. ▪ Work autonomously and pro-actively. Strong drive, commitment, persistence and resilience to sustain change and improvement.	**E**	**A,B**
▪ Ability to develop and implement systems processes, procedures and audits.	**E**	**A,B**
▪ Strong analytical and process design skills, alongside excellent verbal, written and interpersonal skills. ▪ Ability to develop innovative solutions to problems and implementing consequent changes.	**E**	**A,B**
▪ Lean thinking – taking an approach to work which is student, colleague ad stakeholder focussed and reduces bureaucracy and waste.	**E**	**A,B**
Problem solving & initiative. ▪ Proven ability to apply one's own experience and to find creative solutions to administrative problems and make systematic and rational judgements based on relevant information. ▪ Experience of implementing institutional policies and procedures to support the development of the department's services. ▪ Able to analyse data to inform your decisions and to use those data to produce reports and summaries for senior managers.	**E**	**A,B**
Management & teamwork. ▪ Experience of managing, motivating and developing teams and individuals. ▪ Proven ability to delegate work effectively and to understand individuals' strengths and weaknesses. ▪ Able to formulate development plans for staff and to support an ethos of excellent customer service and constant improvement. ▪ Able to work flexibly and adapt work routines as required by the annual cycle.	**E**	**A,B**

▪ Able to implement change within a team successfully in order to secure the benefits expected.		
Communicating & influencing. ▪ Excellent interpersonal skills with the ability to inspire and to confidently use own knowledge and experience to inform and influence others. ▪ Ability to be a credible lead to senior colleagues and the wider organisation on key matters/developments within role portfolio ▪ Proven ability in drafting papers /reports and presentations in order to inform and influence decisions. ▪ Experience in gathering feedback from, and providing information to, stakeholders in order to respond to changing business needs. ▪ Able to handle difficult conversations and conflict management. ▪ Take personal responsibility for making things happen and find practical ways to overcome barriers.	**E**	**A,B**
Customer experience. ▪ Committed to the delivery of a high quality student, colleague and stakeholder experience. ▪ Ability to work with sensitive information and treat this confidentially in line with the requirements of GDPR. ▪ Reflect regularly on your own experiences and performance, and constantly seek to improve.	**E**	**A,B**

General Terms and Conditions of Employment

▪ This post is a full time appointment, offered on a permanent basis. It will be remunerated on the single pay spine, at Grade 8: up to £45,000 per annum depending on qualification/experience. The appointment is normally made at the minimum of the pay scale and is subject to meeting all pre-employment clearances and requirements of the Person Specification.

▪ All new employees undergo a period of 6 months' probation in accordance with the terms and conditions of employment confirmation of employment is dependent on the satisfactory completion of that probationary period.

▪ The nature of this post is such that it is expected that you will respond to the operational requirements of the University in order to fulfil your duties in a professional manner. You will be required to work such hours as are reasonably required to discharge your duties effectively and competently. The exact number of hours in any week will vary in accordance with institutional requirements, but will not be less than 35 hours a week.

- The University holiday year runs from January to December. The post carries an entitlement to 30 working days (for a full time position, otherwise pro rata) of paid leave during the course of the holiday year (pro rata if the appointment is made during the holiday year), in addition to Statutory Bank Holidays. There may also be discretionary days and days when the University is closed on particular dates in the interests of efficiency.

- It is a condition of employment that all relevant posts are vetted by the Disclosure & Barring Service (DBS) and if it applies to this appointment you will be required to undertake a DBS check. The University will pay the fee for this service. Any false declarations or any findings from the Disclosure could affect the suitability for employment.

Pensions and Auto Enrolment

If you meet the criteria set out below, and are not already an active member of any of our pension schemes, the University is required to auto-enrol you into a suitable pension scheme. The criteria for auto-enrolment is:

- Age - if you are 22 or over but no more than State Pension Age
- Earnings - a minimum of £10,000 per year
- Working in the UK

The pension schemes supported by the RAU are:

AVIVA CATEGORY X - all eligible RAU employees (except teachers) are automatically enrolled

- 5% (minimum) contribution by employee and
- 3% contribution by RAU

AVIVA CATEGORY Y1 - RAU Group Pension Scheme (defined contribution) - employees are able to upgrade to this scheme before their 6 month probation.

- 6.5% (minimum) contribution by employee and
- 6.5% contribution by RAU
- life assurance is an additional benefit (two times annual salary)

TEACHERS' PENSION (for teaching staff)

- employee contribution according to salary scale – between 7.4% and 11.7%
- 23.68% contribution by RAU
- life assurance is an additional benefit (three times annual salary)

Staff Benefits

We offer a range of Staff Benefits including a 35 hour working week, a generous annual leave entitlement plus bank holidays (pro rata for part time posts), pension scheme, free and guaranteed

parking on campus and free shuttle bus from campus to Cirencester town centre, free gym, discounted catering facilities, free library services, employee assistance programme, occupational health and counselling services, cycle to work scheme and staff development opportunities.

Further details of the full range of staff benefits available can be found on our website.

Application Procedure

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

- University Professional Services 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

- **Closing date**: 30 April 2021 with **Interviews:** w/c 10 May 2021.

- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

General Data Protection Regulations: Applicant Privacy Notice

The Royal Agricultural University collects and processes your personal data so that it can meet its statutory and legal obligations, and when it has a legitimate interest in processing personal data before, during and after the end of the employment relationship.

The data which forms part of your job application (for example, application form, CV, references, Equal Opportunities Monitoring Form, shortlisting and interview records) will be stored in a range of different places, which will include the University's HR and recruitment management systems (electronic and paper based), and in IT systems (including the University's email system). Your information may be shared internally with the HR Department and with employees who are involved in the recruitment and selection process, but only if access to your data is absolutely necessary for the performance of those roles.

The University may share your data with third parties in certain circumstances. Personal data that the University uses for the purposes of equal opportunities monitoring and reporting is anonymised or is collected with the express consent of applicants, which can be withdrawn at any time. Applicants are entirely free to decide whether to provide such data and there are no consequences of failing to do so.

The University takes the security of your data seriously and has internal controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by the above employees in the performance of their duties. If your application is unsuccessful, your applicant data will be destroyed 6 months following the advertised closing date of the post you have applied for. If your application is successful, your applicant data will be retained during your employment and for 6 years following your leaving date. You can access and obtain a copy of your data on request and you can ask the University to change incorrect or incomplete data.

In certain circumstances you can ask the University to stop processing your data, or you can object to the processing of your data. If you believe that the University has not complied with your data protection rights, you can complain to the Information Commissioner. Further information about your rights in accordance with Data Protection and the GDPR Regulations can be obtained from the University Data Protection Officer. A detailed Employee Privacy Notice is available to view here.