

# Senior Registry Officer (Assessments)

## POSITION OVERVIEW

<b>Department</b>	Registry
<b>Location</b>	St. Katherine Docks, London
<b>Term</b>	Full-time, Permanent.
<b>Salary</b>	£30,000 - £36,750 per annum, depending on experience
<b>Benefits</b>	Generous benefits package including 25 days holiday allowance (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
<b>Reports to</b>	Deputy Head of Registry (Assessment)
<b>Start</b>	April 2023 or as soon as possible thereafter

Registry services is responsible for the efficient delivery and management of the student personal and academic record from enrolment through to award, the delivery of assessments, transcripts, student complaints and student disciplinary processes, statutory reporting and interacting with a wide variety of stakeholders to provide advice and guidance on academic regulations. We are a growing team committed to continuous improvement of processes and systems to enhance the student experience.

We are currently seeking for a second Senior Registry Officer (Assessments) to coordinate and provide operational support for the University's assessments and wider Registry functions. Reporting to the Deputy Head of Registry (Assessments), the post holder will support all stages of assessment procedures, including the organisation of exam paper setting and scrutiny, collation and moderation of large-scale marking of assessments and management of Examination/Award Boards. The role will also support the wider Registry team, with student records management and central processes including; academic misconduct/appeals, external reviews and extenuating circumstances.

## DUTIES AND RESPONSIBILITIES

- In collaboration with the Deputy Head of Registry (Assessment) [DHRA] ensure efficient and effective operations for assessments, providing high quality customer service.
- Responsible for a range of assessment administration duties across the full academic cycle including but not limited to; planning and organisation of assessment periods, collating assessment briefs and exam papers, coordinating marking and moderation for all courses, inputting and release of marks to students and staff, preparation of assessment data for Exam Boards, ensuring the smooth running of all assessments at the University.
- To manage and respond to student and faculty queries pre-assessment, during assessment and post-assessment periods and to resolve issues/problems/queries independently, escalating where necessary.
- In collaboration with the DHRA, manage, schedule and participate in assessment scrutiny boards.
- To regularly liaise with Faculty Leads to coordinate the production of assessment material. Supporting with formatting and proof-reading; checking spelling, grammar, punctuation numbering of questions and labelling of answer options.
- Responsible for maintaining high standards of accuracy for student record and assessment record data across multiple systems, ensuring data processing meets agreed deadlines in order to deliver student and academic expectations.
- Undertake committee servicing responsibilities for relevant meetings such as University Assessment Boards, including production of agendas, assessment data reports and secure distribution of papers and formal minute writing.
- Responsible for the training and scheduling of invigilators, internal and external.
- Coordinate and lead the administration of student misconduct cases, academic appeals and extenuating circumstances processes and policies.
- Line management responsibility for relevant supporting roles within the team, including responsibility for performance management, structure of duties, succession planning and training of staff.
- Collaborate with other professional staff teams, such as Student Support and Development, Quality and Timetabling in the operational planning and scheduling of all assessments and wider Registry processes.
- Support the wider Registry team during peak periods (e.g. enrolment) to ensure all tasks are carried out and deadlines met.
- To manage the general Registry mailboxes ensuring that enquiries are fully responded to in a timely, clear and empathetic manner, investigating where necessary to resolve issues that may arise.
- Understand, comply and advise staff and students on Registry processes, policies and systems; and proactively contribute to the continuous improvement of these.

## OTHER DUTIES

- Any other duties commensurate with the level of responsibility of this post, for which the post holder has the necessary experience and/or training and as instructed by the University.

- Work at weekends and outside of normal office hours will be required occasionally.
- Travel may be required.

## ABOUT THE UNIVERSITY

Founded in 2012, Northeastern University London (formerly known as New College of the Humanities) has established itself as a prestigious higher education institution based in the heart of London. After becoming part of Northeastern University's global network in early 2019, the University has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state of the art campus in 2021. The University continues to grow further expanding its student cohort, courses, network and further expanding its courses, network and opportunities.

## PERSON SPECIFICATION CRITERIA

<b>Qualifications</b>	<b>Essential/ Desirable</b>
Honours degree or equivalent relevant experience.	E
<b>Experience/Knowledge</b>	
Experience of working in Higher Education	E
Experience with the running of higher education assessments and regulatory expectations associated with UK higher education	E
Demonstrable experience of using student records management systems to perform a range of administrative activities and functions across the student lifecycle	E
Proven track record of effective and results driven problem solving and decision-making.	E
Significant experience working with students from a range of social, ethnic and cultural backgrounds.	E
Good understanding of GDPR, Equality Act and other legislation relevant to student support.	E
Line management experience and planning the workload of others.	E
Experience of developing, documenting and effectively communicating complex policies and procedures	E
Experience of communicating with stakeholders of varying levels, both internal and external.	E
Experience of committee servicing.	E
Experience of working in a fast paced and rapidly developing organisation.	E
<b>Skills/Abilities</b>	
Strong communication skills. Excellent verbal and written English.	E
Excellent interpersonal skills, able to quickly build good working relationships with students, faculty and professional service colleagues.	E
Able to work with a high level of accuracy and attention to detail	E
Excellent organisational skills, including the ability to manage multiple tasks, work to tight deadlines, and prioritise workloads effectively.	E

Ability to exercise sound judgement to deal and resolve problems independently, seeking advice where appropriate.	E
Ability to work as part of a team to deliver services and projects.	E
Excellent IT skills, using Word, Excel, email, Internet and databases	E
Ability to adapt and positively respond to rapid change.	E
<b>Other</b>	
Ability to occasionally work weekends and outside of normal office hours	E

## APPLICATION PROCESS

Applications should be made via [this link](#) by 20:00 on 22<sup>nd</sup> March 2023.

Please reference your application “**SORA0323**”. Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006. We are not able to provide Sponsorship for this role.