

# Head of Registry

## Job Description

### Position overview

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|-------------------|--|
| <b>Department</b> | Registry, Academic Services  |
| <b>Location</b>   | Marble Quay, London (hybrid 3 days in the office, 2 days' work from home)  |
| <b>Term</b>       | Full-time  |
| <b>Salary</b>     | up to £60,102 per annum,   |
| <b>Benefits</b>   | Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional) |
| <b>Start</b>      | 1 November 2023 or as soon as possible thereafter  |

The overall purpose of the role is to provide strong management and leadership of the University Registry. The role holder is responsible for the delivery of Registry services and statutory student data returns. Registry includes: student records, registration and enrolment, assessments, transcripts, student complaints, appeals and student disciplinary processes. Building and maintaining strong working relationships with faculty and other professional service staff to ensure University administration operates efficiently, effectively and delivers excellent service to all stakeholders. The Registry is in the process of transformation, so the Head will need to lead change while ensuring delivery of services to a high level. Responsible for the management of the Registry team with direct line management of two Deputy Heads of Registry (Records and Data and Assessments). The role holder reports to the Academic Registrar, Assistant Director of Academic Services.

### About the University

Based in the heart of London, Northeastern University London has developed a reputation for delivering an excellent university experience and has exceeded all Russell Group universities for overall student satisfaction in the UK's National Student Survey for four consecutive years (2019, 2020, 2021 and 2022).

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Small by design, Northeastern University London offers a vibrant community delivering broad and academically rigorous degree programmes, designed to equip graduates with the combination of skills and knowledge that are increasingly desired by organisations, employers and society.

Northeastern University London is part of Northeastern University's Global Campus Network. Ranked 44th in the USA, Northeastern has campuses in Arlington, Boston, Charlotte, Miami, Oakland, San Jose, and Seattle in the USA, and Toronto and Vancouver in Canada.

## Duties and Responsibilities

- Responsible for the management, and related staff, processes and systems to support the student journey maintaining accurate student records including: registration, enrolment, assessment, progression and graduation in compliance with relevant data protection legislation.
- Effective management and development of Quercus the University's student information system and any successor system.
- Responsible for the preparation and submission of statutory student returns including Data Futures, Unistats, HESIS and any other student data returns as required by sector regulatory bodies.
- Oversight of the administration of formal student procedures, including complaints, appeals, disciplinary matters, change of programme, breaks in study, withdrawals, progression and awards;
- Management of the production of transcripts and diplomas, ensuring accuracy and security of the documentation.
- Responsible for liaison with the Student Loan Company in relation to student registration and fees;
- Preparation of student and graduate statistical reporting and analysis to support internal University processes such as faculty annual reports;
- Provide overall management of Registry to ensure that systems and processes are reliable and efficient while meeting the needs and expectations of all stakeholders.
- Lead, develop and manage staff within Registry, providing a professional working environment that promotes a culture of continuous improvement and enables staff

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to perform to their full potential, and to ensure staff are supported and encouraged to upskill, change and adapt to keep pace with institutional developments.

- To actively contribute to the development of University policies, processes, and procedures and in particular those administered by Registry, such as extenuating circumstances, appeals and academic misconduct.
- Management of the Registry budget, ensure it operates efficiently within budget.
- To support the Assistant Director of Academic Services in delivery of University strategies in relation to the student experience and specific aspects of student life in London.
- To support the Associate Vice President for Academic Services and Student Engagement and Assistant Director Academic Services with the ongoing integration with Northeastern University Boston and its global network and in particular managing aspects of integration work related to the responsibilities of the Registry.
- Participate in various University committees, steering groups and working groups.
- To maintain a working knowledge of higher education sector developments and good practice in relation to the Registry's areas of responsibility.
- Occasional travel and work in unsociable hours will be required.
- To familiarise, keep updated and comply with all University policies and regulations (e.g. Health and Safety, Data Protection, Staff Handbook, etc.)
- 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 Assistant Director of Academic Services.

### Person specification criteria (essential / desirable)

- Undergraduate degree [E]
- Graduate qualification/degree [D]
- Management qualification [D]
- Experience of managing a student information system in a higher education setting. [E]
- Experience of the Quercus or Banner student information systems [D]
- Experience of statutory returns (HESIS, HESA, Data Futures, etc) [E]

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- Good experience of staff line management, including staff induction, staff development and management of performance [E]
- Significant experience of Registry leadership role(s) within the higher education sector [E]
- Management experience of at least two of the following areas [E]:
  - student registration and student assessment,
  - statutory reporting,
  - student appeals, complaints and/or discipline
- Experience of delivering reports and documentation with high levels of accuracy to tight deadlines [E]
- A knowledge and experience of GDPR, the Equality Act and other legislation relevant to the delivery of Registry services [E]
- Significant experience of understanding and appropriately applying and explaining regulations, policies and procedures [E]
- Experience in the development and implementation of processes, procedures and internal guidance [E]
- Experience of managing change and/or adapting and developing systems and processes to support delivery of institutional strategy [D]
- Ability to effectively manage staff and delegate appropriately to meet deadlines and key performance indicators, as well as work collaboratively with other teams within Academic Services and the University when fulfilling the role [E]
- Ability to make decisions while under pressure in an agile environment [E]
- Strong interpersonal skills to work with students and staff at all levels, including senior academic colleagues [E]
- Excellent oral communication skills and high level of technical accuracy in written English [E]
- Ability to work with tact, diplomacy and discretion, particularly when dealing with sensitive or confidential matters [E]

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- Ability to pay close attention to detail [E]
- Excellent IT skills, using Word, Excel, email, Internet, and Zoom [E]
- Available to occasionally work outside of normal office hours [E]

## Application process

Applications should be made via [this link](#) by 23:59 on **Sunday the 8<sup>th</sup> of October 2023**. Please reference your application “**HOR0923**”. 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.

Interviews are expected to commence the week beginning on the 16<sup>th</sup> of October 2023.

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.