

Registry Officer (Student Records)

Department	Registry, Academic Services
Location	Hybrid working – 3 days a week on campus / 2 days remote
Term	Full-time, permanent
Salary	Up to £34,531 per annum, depending on experience
Benefits	Generous benefits package including 25 days holiday allowance (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
Reports to	Senior Registry Officer (Student Records)

About the University

Northeastern University London offers a vibrant, collegiate 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 #44 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.

About the Role

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

We are currently seeking a Registry Officer to provide operational support across the University's student records management, data returns and wider Registry functions. Reporting to the Senior Registry Officer (Student Records), the post holder will support all stages of student administration including; enrolment, student record management, processing of student change in circumstances (programme transfers, break in studies, withdrawals), student course selections, transcripts and data returns (e.g., OfS, HESA and student finance). The role will also support the wider Registry team at peak times of the academic year.

Duties & Responsibilities

- Carry out a range of student record administration duties with high levels of accuracy across the full academic cycle including and maintaining individual student records, managing curriculum data within the SRS, collaborating with the Finance Team on student statuses and scholarships, maintaining SLC records.
- Process student change in circumstances forms, such as programme transfers, break in studies and withdrawals; updating the SRS to reflect these changes in an accurate and timely manner.
- Support the Senior Registry Officer (SRO) with enrolment and re-enrolment processes, ensuring student records are created and/or rolled forward following the outcome of progression boards and reviewing data to ensure compliance with HESA requirements.
- With direction from the SRO, coordinate data reporting exercises for statutory returns such as HESA, OfS, Student Loans Company and other funding bodies.
- Assist with preparations for statutory returns, including HESA Data Futures, and carry out quality checks to ensure data is correctly prepared for export.
- Produce documentation for students on request, including status letters and transcripts.
- Respond to queries on student records and data requests, resolving issues/queries independently and escalating where necessary.
- Assist with the student course selection process and other programme administration tasks, updating student records accordingly and communicating to relevant teams, e.g., assessments, timetabling and learning resources.
- Collaborate with other professional staff teams, including Student Support & Development, Academic Advising, Residence Services, Quality and Timetabling.
- Respond to enquiries made through the Registry mailboxes and telephone ensuring they are fully responded to in a timely, clear and empathetic manner, investigating where necessary to resolve issues that may arise.
- Provide support for the wider Registry team during peak periods (e.g., assessments) to ensure all tasks are carried out and deadlines met.
- Understand, comply with and advise staff and students on University and Registry processes, policies and systems.

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 required.
- Work outside of normal office hours may be required occasionally.
- Travel may be required.

Person Specification (Essential/Desirable)

- Good A-Level qualifications (E)
- Honours degree (D)
- Experience of working in an administration role with the education sector, preferably Higher Education (E)
- Proven ability of effective problem solving and decision-making (E)
- Experience of using data management systems (E)
- Demonstrable experience of providing a responsive, customer-focused service – via telephone, email and face-to-face (E)
- Understanding of GDPR, Equality Act and other legislation relevant to education (E)
- Experience of working in a fast paced and rapidly developing organisation (E)
- Proven communication and interpersonal skills with the ability to interact and build good working relationships with a diverse range of stakeholders (E)
- High level of numeracy, written and verbal skills (E)
- Able to work with a high level of accuracy, confidentiality and attention to detail (E)
- Well-organised and able to prioritise a varied workload (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)
- Flexibility and a capacity to adapt to the changing demands of the job (E)
- Ability to occasionally work extended hours or weekends and to travel (E)
- Knowledge and understanding of core academic and administrative functions in higher education (E)

Application Process

Informal enquiries may be made to Ruairí Ó Niocail, Deputy Head of Registry (Student Records), via email to ruairi.oniocail@nulondon.ac.uk. However, all formal applications must be made in accordance with the process set out below.

Applications should be made via [this link](#) by 23:59 on **7th January 2024**. Please reference your application “**ROSR1223**”. Participation in the equal opportunities section is encouraged, but voluntary.

Interviews are expected to take place in the week commencing on **15th January 2024**.

Please ensure that your application includes a CV and is accompanied by a cover letter that sets out concisely and in ways relevant to this role: (a) your achievements and challenges in the last 12 months and, in your career to date in higher education; (b) how your experience knowledge and skills meet the person specifications ; (d) a statement of your approach to HE administration and data management. Your cover letter should reference the duties and responsibilities and key criteria as outlined above.

Participation in the equal opportunities section is encouraged, but voluntary. Applications are welcome from all sections of the community and will be judged on merit alone. We welcome applications from underrepresented groups. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.

This role is not eligible for visa sponsorship.