

Registry Operations Officer

Job Specification

JOB DESCRIPTION

Employment status:	Permanent, full time
Hours:	Full time hours at UCEM are 35 per week, Monday to Friday 9.00 a.m. to 5.00 p.m. During peak times some out of hours work will be required
Location:	Horizons, 60 Queen's Road, Reading, RG1 4BS
Department:	Student Experience
Manager:	Assistant Academic Registrar - Operations
Liases with:	Students, Academic Team, Finance team, other UCEM departments, external suppliers

Summary of the role

The Student Experience department provides support and guidance to students from initial application through to their award. This is a fantastic opportunity to work within the Academic Registry – Operations Team. You will work closely with the Education – Learning and Teaching Team to plan and deliver an effective academic timetable as well as administering the process for the scrutiny of assessments. Working in a busy and lively team, you will contribute to the teams' continuous improvement ethos by proactively implementing process improvements to drive efficiencies and to improve the student experience.

Duties and responsibilities

- Liaise with Programme Leaders, and Module Tutors to schedule webinars for all modules.
- Prepare the webinar timetable and distribute to students and relevant internal staff, ensuring that any updates are communicated promptly.
- Working with the Head of Academic Studies, set assessment dates for all modules.
- Support with the distribution of the Academic Calendar and the updating of relevant Outlook calendars for the team.
- Send draft assessment papers to External Examiners for comment and upload responses on to UCEM portal.
- Organise Assessment Scrutiny Boards, including booking meeting rooms, sending calendar invites, preparing agendas etc.
- Attend Assessment Scrutiny Boards, taking minutes and recording actions.
- Follow up on actions from Assessment Scrutiny Boards with authors.
- Make necessary arrangements for apprentice workshops - including room bookings, purchase orders, timetables, student communications etc.
- Assist the Exams Coordinators with the operational arrangements for exams, where required.
- Support the Assistant Academic Registrar - Operations with appeal investigations and responses.
- Assist with the annual review of the UCEM Student Handbook.

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- Assist with inputting and cross checking of exam scripts.
- Support the development, and continuous improvement, of UCEM's administrative systems and processes.
- Undertake other such duties, of a similar nature, that fall within the scope of the role and which may be required from time to time.
- Deliver a service which will enhance UCEM's NSS, SES & ESFA survey results.

Line management responsibilities

None

Financial accountabilities

None

PERSON SPECIFICATION

A = Application/CV I = Interview T = Test

Qualifications and training			
Essential	How tested	Desirable	How tested
Strong literacy and numeracy skills; you must have GCSE English and Maths (or equivalent) at minimum Grade C	A	Further or higher education qualification(s)	A
Previous experience			
Essential	How tested	Desirable	How tested
Experience in a similar role within the same or similar sector.	A I	Knowledge of SITS or similar student or customer records database	A I
Using a database as part of your job role	A I	Experience in a timetabling or scheduling role.	A I
Experience of working in a process focused role.	A I		
Skills, knowledge and aptitudes			
Essential	How tested	Desirable	How tested
Strong communication and listening skills, with a strong focus and commitment to providing excellent customer service	I T	Ability to demonstrate sensitivity and diplomacy when communicating information.	I
Ability to establish positive and effective working relationships with staff at all levels and across a broad range of areas.	A I		

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Committed to quality and following processes and procedures	I		
Ability to prioritise a diverse and demanding workload, working to often competing deadlines in a calm manner.	I		
Strong attention to detail	IT		
Ability to remain calm and maintain accuracy in your work when under pressure at busy times, or when deadlines are approaching	I		
Ability to use own initiative to undertake and progress work	I		
Strong IT ability, including the adoption of new technologies	IT		
Team player	I		
Passion for continuous improvement	I		
Positive, enthusiastic attitude	I		
Other or special requirements			
Essential	How tested	Desirable	How tested
Commitment to Student Success; at UCEM we work hard to make sure our students are successful	I	Ability to work additional hours if required – reasonable prior notice will be given for this; this might be due to peak workloads or holiday cover	I
VALUES – we expect all new employees to demonstrate our values at work			
<i>We will test these as part of the interview process</i>			
Passion – we care			
<ul style="list-style-type: none"> • We want each and every one of our students to succeed • We do the right thing by our students and customers; that means we do whatever we can to ensure that no student falls behind in their studies, and that no customer is unhappy with the service they receive 			
Integrity – fairness first			
<ul style="list-style-type: none"> • We model integrity in everything we do • We never compromise on honesty or trustworthiness • We adhere closely to laws and compliance standards • We do what we say we will do, and fulfil our promises to staff 			
Excellence – we aim high			
<ul style="list-style-type: none"> • High standards drive everything we do • We deliver excellence, strive for continuous improvement and respond dynamically to change • Each one of us is personally responsible and accountable for the quality of whatever we do 			

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- We listen to our students and understand their expectations
- We strive to exceed expectations in quality and delivery

Support – we support and respect each other

- At UCEM each member of staff does everything they can to help other staff and students to achieve their goals
- We respect others and their opinions, we are open to ideas, we trust each other
- We promote a supportive working environment across UCEM that extends to our students
- We value and reward each individual's skills, working towards common goals with shared objectives and through collaborative practice

SAFEGUARDING AND PREVENT

Please note any appointment to this post is conditional upon and subject to an enhanced certificate (criminal record check) issued by the Disclosure and Barring Service (DBS), which will also include a check of the DBS Barred Lists.

If you are appointed to this post you will also be required, as part of your induction training, to undertake training relating to safeguarding and Prevent. This training will be both face-to-face and online. Any prior training in these areas is helpful, however it will not make you exempt from undertaking training with us.

BENEFITS

- Salary circa £22,000 per annum.
- 24 days paid holiday (rising with service to 27) plus paid bank / public holidays and up to 5 paid closure days; all per holiday year Full Time Equivalent. Holiday buy/sell available.
- Salary exchange pension scheme (auto-enrolment to the People's Pension). You will automatically be opted-in to salary exchange (the term we use for salary sacrifice). You may opt-out.
- Life assurance provision.
- Horizons: There are limited paid parking spaces however you may ask to join the Waiting List. There is no guarantee you will be successful in obtaining a space before or after commencing employment, so you will need to consider alternative travel arrangements.
- Employee Assistance Programme.
- Cycle to Work salary sacrifice scheme and access to Tax-Free Childcare (Government scheme).
- Voluntary Healthcare Scheme.
- Charity giving.
- Access to IT and retail discounts.

On the jobs page of our website you will find the full list of employee benefits at UCEM

APPLICATION PROCESS

Preferably by email to recruitment@ucem.ac.uk

Please send the following documents:

- 1) Your up-to-date CV;
- 2) A covering letter outlining your suitability for the role with your salary details; and
- 3) A completed **Recruitment Check Form**, available from the jobs section of our website at www.ucem.ac.uk

Internal applicants are advised to inform their line manager of their application.

Informal discussion

For an informal discussion about the role please contact Montana Banks on 0118 921 4614 or email m.banks@ucem.ac.uk.

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For any other enquiries please contact HR on 0118 467 2243 / 7051 or email recruitment@ucem.ac.uk

NO AGENCIES – WE DO NOT USE AGENCIES NOR CAN WE ACCEPT CV SUBMISSIONS

Closing date

Monday 28 October 2019 at 5.00 PM.

Please note, applications may be reviewed as and when they are received, so you may be invited to interview ahead of the closing date.

Interview date

Initial interviews are scheduled for Monday 4 November 2019. If there are any further dates for interview, these will be advised to you later in this process.

Please be prepared that there may be a two-stage interview process, held on different dates. As part of any interview process with UCEM, you will meet with a member of the Senior Leadership Team; subject to availability this may be a telephone interview.