

Timetabling and Operations Manager (Academic Registry)

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 Queens Road, Reading, Berkshire, RG1 4BS
Department:	Student Experience
Manager:	Montanna Banks, Assistant Academic Registrar – Quality and Standards
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 overseeing the arrangements for worldwide examinations and apprentice workshops in the UK. 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

- Manage the Academic Registry (Operations) Team ensuring the effective delivery of worldwide examinations and UK apprentice workshops.
- Lead the team to ensure the effective planning and delivery of the academic timetable (to include assessment, webinar and workshop dates for all modules/programmes).
- Oversee the assessment and examination scrutiny processes.
- Oversee the operational arrangements for examinations and apprentice workshops.
- Work closely with the Finance Team to ensure costs for examinations and apprentice workshops are within budget and financial records in Agresso are accurate and maintained.
- Ensure policies relating to exam centre provision and workshops are regularly reviewed and updated.
- Represent the team on UCEM committee and working groups where required.
- Manage and develop the Academic Registry - Operations Team; contributing to the recruitment of new staff, providing or identifying training and development needs, managing performance and conducting performance reviews.

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- Plan and manage the Academic Registry - Operations Team resources to meet cyclical demands and ensure that deadlines are met. Ensure that staff are effectively and flexibly deployed to deliver consistently high standards of support and customer service.
- Lead the team to ensure compliance with QAA/Ofsted standards, UCEM Code of Practice, UCEM regulations and Matrix standards.
- In collaboration with the Assistant Academic Registrar (Quality & Standards), lead the team in the regular review of Academic Registry processes and procedures, ensuring compliance with QAA Quality Code.
- Prepare and analyse data, including quarterly reports as required.
- Deliver a service which will enhance UCEM's NSS, SES & ESFA results.
- Provide cover for the Assistant Academic Registrar - Quality & Standards during holiday and sickness periods.
- 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.

Line management responsibilities

- 2 x Operations Administrators
- 1 x Registry Operations Officer

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	Experience in dealing with academic appeals and complaints	A I
Supervisory or management experience	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 of working in a process focused role	A I		

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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
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	I T		
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	I T		
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 			

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- 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

- 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
- 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 £28,000 per annum. Full Time Equivalent.
- 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.

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.

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Informal discussion

For an informal discussion about the role please contact Montanna Banks on 0118 9214 4614 or email m.banks@ucem.ac.uk

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

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

Closing date

Tuesday 22 October 2019 at 12 noon.

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

Provisional interview dates are scheduled for Thursday 7 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.