

Interim Head of Academic Registry

Job Specification

Date created: November 2022

JOB DESCRIPTION

Employment status: Fixed term maternity cover (up to 12 months), full time

Hours: Full time hours at UCEM are 35 per week, Monday to Friday 9.00 a.m. to 5.00 p.m. and this role follows this pattern

Location flexibility: The place of work for this role is **Horizons based**, with the majority of your working week spent at our office in Reading and the rest at your home*; the exact split of days/hours is negotiable but must include a minimum of 3 working days per week spent at Horizons. However, you may work more in the office should you wish.
**Please note working at home is only possible if your environment meets certain conditions – see our Future Ways of Working at UCEM document*

Department: Technology & Academic Services

Line manager: Jess Handley, Director of Academic Registry

Role summary

This is an exciting opportunity for an individual to join UCEM to work with the Director of Academic Registry to lead our Academic Registry team for the next 12 months. You will be responsible for leading the team in ensuring compliance with UCEM's academic and programme regulations, policies and procedures, ensuring effective management and enhancement of registry processes and procedures. You will lead a range of Academic Registry functions including Academic Standards, Assessment, Retention (Registration and Casework) and Records. You will provide an efficient and professionally coordinated service that meets the needs of students, staff, and external examiners.

Role accountabilities and responsibilities

- Lead the team in managing UCEM's Academic Registry functions, ensuring that processes are efficient and compliant with UCEM's regulations, policies and procedures and are regularly reviewed for enhancement and continuous improvement.
- Undertake the responsibility of setting all key dates, tasks, and communication plans across Academic Registry on a five-year rolling schedule. This includes semester start and end dates, marking and moderation periods, Boards of Examiners, Mitigating Circumstances, Academic Misconduct, Re-registration, CMI Audits and resubmissions.
- Lead the Academic Registry Managers in coordinating process and timeline reviews to ensure enhancements are undertaken regularly.
- Ensure that processes relating to re-registration are efficient, effective and robust, supporting UCEM's retention of students.

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- Ensure that assessment is appropriately managed, that all processes are secure and fair, that outcomes are correctly recorded and that Boards of Examiners are well-supported to enable them to fairly maintain academic standards.
- Take responsibility for scheduled deliberative committee policy and procedure updates, reviews and annual reports.
- Work with the Academic Quality Unit to investigate relevant Stage 1 appeals and complaints in an appropriate and timely manner.
- Take responsibility for UCEM's Disciplinary Procedure and act as an investigator for any student disciplinary referrals made, making sure decisions are taken in a timely manner, properly recorded and appropriately communicated.
- Attend UCEM's Academic Regulations and Specifications subcommittee (ARSSC), actively engaging with the review and enhancement of all regulations and programme specifications and taking ownership of any relevant actions or outcomes.
- Act as UCEM's guardian of all awarding processes in SITS, creating and maintaining award screens in line with the academic and programme regulations and specifications.
- Undertake regular audits of key Academic Registry processes. This is inclusive of but not limited to registration, mitigating circumstances, academic misconduct, awarding, Boards of Examiners and maximum period of registration.
- Work with the Director of Academic Registry and the Academic Registry Manager (Academic Standards) to effectively plan and prepare for the scheduling and facilitation of UCEM as an End Point Assessment Organisation (EPAO).
- Work with Development and Digital Education to successfully embed any newly implemented assessment platforms within Academic Registry.
- Take ownership of UCEM's records policy, ensuring all requests are actioned appropriately and in a timely manner.
- Be responsible for the accuracy and integrity of the student record, to enable accurate regulatory data returns and to produce data to support the strategic planning and operational delivery of UCEM.
- Support UCEM's Graduation preparations as required, taking ownership of Graduation speeches and student lists.
- Provide senior level advice on Academic Registry related policies, procedures, regulations and individual student cases and outcomes.
- Manage the performance of the Academic Registry Managers, setting objectives and monitoring progress through regular 1:1s and team meetings.
- Support the Director of Academic Registry with resource planning and the recruitment of staff.
- Support the Director of Academic Registry with the implementation of strategic objectives.

Line management responsibility:	YES If yes, number of direct reports: 3
Budget responsibility:	NO
<u>In this role you will liaise with:</u> Academic Quality Unit, Apprenticeship Operations, Business Development, Education, Finance, Learning Technology, Student Services, Technology and Systems	

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Assessment Criteria: A = Application I = Interview T = Test

X denotes both essential and desirable requirements plus how these will be assessed

Qualifications and training	Essential	Desirable	A	I	T
GCSE Maths and English Language Grade C or 4 or above	X		X		
Further education level qualifications		X	X		
Degree level qualification		X	X		
<i>Please be aware that as part of onboarding processes, we will seek original documentary evidence of the relevant academic and/or professional qualifications which you include within your job application</i>					
Previous experience	Essential	Desirable	A	I	T
Leadership and management experience at a higher education institution	X		X	X	
Effective staff management including performance and appraisal management	X		X	X	
Monitoring service delivery and standards, delivering process improvements through efficiency	X		X	X	X
Demonstrable experience of delivering operational management across multifaceted services	X		X	X	
A good working knowledge of SITS or similar records database	X		X	X	X
Experience in an Academic Registry role		X	X	X	
Advising colleagues and students on solutions to problems, through a thorough but flexible knowledge of policies and regulations		X	X	X	
Skills, knowledge, and aptitudes	Essential	Desirable	A	I	T
Digital skills: We use MS Office which includes Teams, Outlook, Word, Excel and PowerPoint	X		X	X	X
Exceptional leadership, vision and motivational skills	X		X	X	
Ability to adapt quickly to changing pressures and demands	X		X	X	
Ability to prioritise and organise own workload effectively and that of others, to meet deadlines and to initiate and sustain improvements in service	X		X	X	
Ability to build effective relationships with a range of colleagues in different areas within an organisation	X		X	X	

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Ability to encourage a culture of support, feedback and staff empowerment	X		X	X	
Ability to engender a culture of continuous improvement focused on delivery, responsibility and accountability	X		X	X	
Well-developed analytical and problem-solving skills	X		X	X	
Knowledge and understanding of the regulatory reporting requirements within Higher Education	X		X	X	
Committed to quality and following processes and procedures	X		X	X	
Ability to support both staff and students fairly and objectively	X		X	X	
Ability to prepare excellent written communications	X		X	X	X
Other requirements or special requirements	Essential	Desirable	A	I	T
Alignment to the UCEM core values of Passion, Integrity, Excellence and Support; all employees are expected to demonstrate our values at work: https://www.ucem.ac.uk/core-values/	X			X	
Commitment to delivering positive outcomes for our students; we want our students to be successful	X			X	
You must be prepared to undertake compulsory online training should you be appointed; this includes Data Protection, Health & Safety, Safeguarding, Prevent, and Anti-bullying, Harassment and Sexual Misconduct	X			X	

PAY & BENEFITS

- Salary range £35,000 to £40,000 per annum.
- 26 days paid holiday (rising to 28 with service) plus paid bank/public holidays plus up to 5 paid closure days (typically between Christmas and New Year); all per holiday year Full Time Equivalent. Our holiday year runs from 1 August to 31 July. We also have a holiday buy and sell scheme in place. Sometimes UCEM does not need to close for 5 days per year and any balance, for example 1 day, can be used as a paid Wellbeing Day to take time out for your own physical or mental health.
- Pensions auto-enrolment to the People's Pension salary exchange scheme (the term we use for salary sacrifice). You may opt out of salary exchange but remain in the scheme, or you may choose to opt out altogether.
- Policies in place for all types of family-friendly statutory leave with enhanced pay available from day one of employment (in addition to statutory pay, where applicable).
- Wellbeing support and full access to the Employee Assistance Programme. This includes mental health support; several UCEM employees are trained Mental Health First Aiders.
- Car parking may be available at our Horizons office; this depends on your designated place of work and working pattern, as well as parking availability; you may ask to join the waiting list. Do not assume you will have parking when you start employment; you must plan for alternative travel to work if attending Horizons.
- Cycle to Work salary sacrifice scheme and access to Tax-Free Childcare (Government scheme).
- Life assurance cover.
- Employer-funded Health Cash Plan (Simplyhealth) and voluntary dental insurance (Unum).
- Charity giving options available including one voluntary paid day, per annum.

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- As a UCEM employee you will have access to Microsoft Office 365 applications for personal use. You will also have access to range of lifestyle discounts (savings on everyday purchases) and access to two learning platforms.

On the Join the team page of our website, you will find the full list of employee benefits at UCEM

APPLICATION PROCESS

All job applications must be sent to recruitment@ucem.ac.uk and if you apply via a jobs board, please make sure you have sent all required documents otherwise we will be unable to consider your application.

Please send the following to recruitment@ucem.ac.uk (you will receive an auto-response):

1. Your up-to-date CV;
2. A covering letter or email message outlining your suitability* for the role; AND
3. A completed Recruitment Check Form which is available from the *Current vacancies* page of our website.

The above items constitute a complete job application. *We hope you take time to consider the UCEM values when you prepare your job application. You may also wish to consult our vision and strategy document: <https://www.ucem.ac.uk/our-vision/>

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

NO AGENCIES: We are not using agencies for this vacancy and we cannot accept any CV submissions. Please do not contact us as we can only repeat this message.

Informal discussion

If you are unsure whether to apply, perhaps because you do not meet all essential criteria, we encourage you to call the hiring manager to discuss this further (details below). If you are excited by this vacancy do not rule yourself out; it still might be worth applying.

For an informal discussion about the role please contact Jess Handley on 0118 921 4616 or email j.handley@ucem.ac.uk

For any other enquiries please contact HR on 0118 467 2433/2013 or email recruitment@ucem.ac.uk

Closing date and next steps

Monday 28 November 2022 at noon

HR will screen all applications in person and all applicants will receive a response confirming the status of their application. We value the time taken to make a job application and the interest shown in UCEM.

Interview details

Dates for interview will be advised to you later in the process.

Please indicate on your Recruitment Check Form any dates that you cannot make, up to 4 weeks from the closing date. This helps us to plan interviews should you be shortlisted, prior to contacting you.

Applications may be reviewed prior to the closing date and occasionally, you may be invited to interview ahead of the closing date.

Interviews are normally carried out over Zoom or Microsoft Teams, however we may invite you to visit our Reading office.

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Please be prepared for a two-stage interview process, held on different dates. As part of the interview process, you will meet with a member of the Senior Leadership Team. Sometimes we may conduct a telephone interview at first or second stage.

Equality, diversity and inclusion

Here at UCEM we champion equality, diversity and inclusion in our workforce. We celebrate diversity and the strengths it brings to our staff body, our student community and our Board of Trustees, recognising that people are key to our success. Our aim is to attract, develop and retain a diverse workforce, therefore we welcome and encourage applications from all backgrounds.

Pre-employment checks

UCEM undertakes thorough pre-employment screening as part of its recruitment process. Given we have contracts with Government offices, we make sure our checks comply with the Baseline Personnel Security Standard (BPSS). Checks will include identity, right to work, basic disclosure criminal record check, and three years of employment history.