

# Registry Officer

## Job Specification

Date created: November 2022

### JOB DESCRIPTION

Employment status:	Permanent, full time or part time hours considered
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. There is a minimum of 20 hours per week for the part time option
Location flexibility:	The place of work for this role is <b>Horizons based</b> , 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 three working days per week spent at Horizons. However, you may work more in the office should you wish. <i>*Please note working at home is only possible if your environment meets certain conditions – see our Future Ways of Working at UCEM document</i>
Department:	Technology & Academic Services
Line manager:	Academic Registry Manager

### Role summary

This is a fantastic opportunity to join UCEM's busy Academic Registry team. You will work within a range of Academic Registry functions including Academic Standards, Assessment, Retention (Registration and Casework) and Records. You will provide a professional service that meets the needs of students, staff and internal and external key stakeholders, as well as providing specialist information, advice and guidance to students regarding their studies. This role is an excellent entry point for anyone looking to develop their career in higher education.

### Role accountabilities and responsibilities

- Undertake administrative duties, student record system (SITS) processing and quality assurance processes, ensuring an accurate student record is maintained.
- Process and release assessment, module, progression, award and resubmission results; preparing relevant documentation, reports and statistics as required.
- Working with tutors and key staff, monitor marking and moderation progress, ensuring all deadlines are met.
- Run Turnitin similarity reports in a timely manner, making sure they are assessed accurately.
- Support all required Academic Misconduct processes.
- Efficiently process re-registration and participate in student conversion activities, supporting student outcomes initiatives to maximise retention and success.
- Ensure the highest standards of accuracy in the preparation and publication of key dates, student module diets, results and Academic Misconduct and Mitigating Circumstances outcomes.
- Organise and facilitate key meetings, panels and Boards of Examiners, taking responsibility for producing minutes and implementing Board decisions and student outcomes.

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- Produce and send information, advice and guidance to students regarding assessment resubmissions and module retakes.
- Support UCEM's Graduation preparations as required, including the production of certificates.
- Collaborate with internal and external stakeholders to fulfil key Academic Registry tasks and deadlines.
- Process a range of UCEM Records requests such as student confirmation letters, intermediate transcripts, certificates and Diploma Supplements.
- Liaise with the Student Engagement team to provide specialist information, advice and guidance to students regarding registration, assessment, Academic Misconduct, Mitigating Circumstances, progression decisions and awards.
- Maintain a good working knowledge of UCEM regulations, Code of Practice, policies and procedures.
- Deliver a service which will enhance UCEM's Student Experience Survey (SES) and National Student Survey (NSS) results.
- Comply with relevant QAA procedures, UCEM Academic Framework and, where appropriate, the regulations of our validating partners.
- As part of this role, you are required to support business needs and actively engage with development opportunities by working within different functions within Academic Registry. Your line manager is subject to change, depending on the area you are working within.
- Undertake other administrative duties that fall within the scope of the role.

Line management responsibility:	NO
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	

## PERSON SPECIFICATION

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
Administrative role relating to processing and/or customer service	X		X	X	
Data processing, use of databases and running reports		X	X	X	X
Knowledge of SITS or similar student or customer records database		X	X	X	

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Experience of working within higher education or compliance		X	X	X	
Experience of working with students or customers in an advisory capacity		X	X	X	
<b>Skills, knowledge, and aptitudes</b>	<b>Essential</b>	<b>Desirable</b>	<b>A</b>	<b>I</b>	<b>T</b>
Strong communication and listening skills, with a commitment to providing excellent customer service	X			X	X
Ability to establish positive and effective working relationships with staff at all levels and across a broad range of areas	X			X	
Committed to quality and following processes and procedures	X			X	X
Ability to remain calm and maintain accuracy and attention to detail in your work when under pressure at busy times, or when deadlines are approaching	X			X	X
Ability to use own initiative to undertake and progress work, adhering to deadlines and displaying good time management and organisational skills	X			X	X
Strong IT skills, particularly in Microsoft Office applications	X		X	X	X
Willingness to learn new technologies and processes	X			X	
A positive and enthusiastic team player and able to adapt readily to changing circumstances	X			X	
<b>Other requirements or special requirements</b>	<b>Essential</b>	<b>Desirable</b>	<b>A</b>	<b>I</b>	<b>T</b>
Alignment to the UCEM core values of Passion, Integrity, Excellence and Support; all employees are expected to demonstrate our values at work: <a href="https://www.ucem.ac.uk/core-values/">https://www.ucem.ac.uk/core-values/</a>	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 £23,000 to £24,000 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.

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- 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.
- 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](mailto: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](mailto: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 Montana Banks on 0118 921 4614 or email [m.banks@ucem.ac.uk](mailto:m.banks@ucem.ac.uk)

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

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## 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.

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.