

Director of Academic Registry

Job Specification

Date created: April 2025

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.

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 three working days per week spent at Horizons (you may work more in the office should you wish)

Please note the following:

- When you work at Horizons you must attend on core office days before other days
- Core office days are Tuesday, Wednesday, and Thursday
- You can attend the office on Mondays if you have worked the three core days
- The building is closed to staff on Fridays
- Working at home is only possible if your environment meets certain conditions – see the **Attachment** to this Job Specification document

Department: Education and Students

Team: Academic Registry

Line manager: Associate Pro Vice Chancellor – Student Experience

Role summary

The Director of Academic Registry plays a key leadership role in ensuring the effective delivery of student lifecycle services across the institution, from initial enquiry through to graduation. Leading a number of specialist teams, this role is central to the successful coordination and administration of student-facing processes and services, supporting both the academic delivery and the wider student experience. The role is instrumental in ensuring that all student-related administrative processes are executed efficiently, accurately, and in alignment with UCEM policies and external regulatory requirements.

You will lead a team responsible for key functions, including:

- Admissions and Enquiries (end to end student and apprenticeship admissions and enrolment);
- Retention (student (re)registration, progression, withdrawals and engagement interventions);
- Assessment Administration (coordination and quality assurance of marking, moderation, Boards of Examiners and External Examiner review);

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- Business Support and Planning which incorporates the End Point Assessment Organisation (EPAO) (academic calendar management, EPA delivery, student and registry services initiatives to enhance the student experience, graduation support).

Working collaboratively with colleagues across the institution, you will ensure high standards of service, regulatory compliance, and operational efficiency. The role also has a strong focus on continuous improvement, helping to drive strategic outcomes in areas such as student retention, success, and growth.

This is a senior leadership position that requires strong strategic planning, team management, and cross-functional collaboration. You will bring a commitment to service excellence, a sound understanding of registry operations, and the ability to develop and lead teams through change.

Role accountabilities and responsibilities

Leadership and strategic management

- Provide strategic leadership and operational management to the Academic Registry team, ensuring the effective delivery of all student lifecycle services from initial enquiry to graduation.
- Develop and implement strategies to enhance registry processes and services, focussing on efficiency, accuracy and student satisfaction.
- Drive strategic priorities and performance targets, particularly in areas such as student retention, success, and growth.
- Lead the implementation of the Student and Registry Services team plan, ensuring alignment with institutional objectives and future readiness.
- Foster a culture of continuous improvement, encouraging the adoption of best practices and innovative solutions within the team.

Policy, regulation and compliance

- Lead the development, review, and implementation of policies, procedures, and academic regulations, ensuring compliance across all areas of the Academic Registry, with particular focus on apprenticeships and the End Point Assessment Organisation (EPAO).
- Provide expert guidance to academic and professional services staff on student-related regulations, policies and best practices, ensuring consistent, fair, and compliant handling of cases such as mitigating circumstances, academic misconduct, appeals, and disciplinary matters.
- Work proactively with internal stakeholders and regulatory bodies to remain informed of changes in compliance requirements and embed them effectively within team practices.
- Ensure Academic Registry staff operate in line with current policies and regulatory expectations, fostering a culture of accountability and continuous improvement.
- Contribute to institutional governance by attending and supporting deliberative committees, preparing relevant papers, and facilitating informed decision-making.

Process development and student records management

- Oversee the management and integrity of the student records system (SITS), to ensure accurate and up-to-date student data.
- Lead initiatives to review, develop and enhance registry processes, ensuring that they are user-friendly, streamlined, and are compliant with institutional and external regulations and standards.
- Collaborate with the Technology team and Data and Reporting team to optimise the functionality and reporting capabilities of SITS, in support of student engagement, retention and success strategies.

Collaboration

- Collaborate with core teams to coordinate and align processes across the student lifecycle, fostering effective cross-team working, eliminating duplication and overlap, and breaking down silos to ensure a cohesive, efficient, and student-focused service.
- Work closely with academic departments to develop registry services alongside academic objectives and programme requirements, including new programme implementation and emerging innovations in learning, teaching and assessment.
- Partner with Student Services to ensure a cohesive and supportive student experience across student lifecycle and support functions.

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- Coordinate with the Data and Reporting team to facilitate accurate and timely submissions to HESA, the ESFA and other external bodies, ensuring that the student record enables compliance with reporting obligations.

Staff development and performance management

- Recruit, develop and manage a high-performing Academic Registry team, fostering a culture of professional growth and accountability.
- Support professional development and build capability within the team.
- Manage staff performance, by conducting regular performance reviews, setting clear objectives, and providing constructive feedback to team members.
- Promote a collaborative and inclusive team environment that values diversity and continuous learning.

Budget and resource management

- Oversee budget planning and financial management for Academic Registry, ensuring efficient and effective use of resources, aligned to institutional priorities.
- Identify opportunities for operational efficiencies without compromising service quality.

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| Line management responsibility: | YES Number of direct reports: 5 |
| Budget responsibility: | YES |
| <u>In this role you will liaise with:</u> Executive, Senior Leadership Team colleagues, Students, Applicants, all staff across UCEM. A range of external professional contacts relating to the role. | |

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 |
|---|-----------|-----------|---|---|---|
| Educated to degree level, or equivalent relevant work experience | X | | X | | |
| Evidence of Continued Professional Development in a relevant area, and senior leadership development | X | | X | | |
| Membership of a professional body | | 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 |
| Substantial experience in a senior registry role within the higher education sector, with a proven track record of managing the student lifecycle | X | | X | X | |
| Demonstrable experience in developing and improving registry processes and managing student records | X | | X | X | |

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| Specific expertise in utilising the SITS student records system | | X | X | X | |
| Excellent leadership and team management abilities, with a commitment to staff development and fostering a positive work environment | X | | X | X | |
| Skills, knowledge, and aptitudes | Essential | Desirable | A | I | T |
| Strong strategic planning and implementation skills | X | | X | X | |
| In-depth knowledge of higher education policies, academic regulations, and compliance requirements, including familiarity with external standards | X | | X | X | |
| Strong collaborative and communication skills, with experience of working closely with academic teams, student services and data reporting functions | X | | X | X | |
| Experience in policy and procedure development and management | X | | X | X | |
| Strong analytical and problem-solving skills, with the ability to make data-informed decisions and drive process improvements | X | | X | X | |
| Commitment to staff development and performance management | X | | X | X | |
| Budget management expertise | | X | X | X | |
| Digital skills: We use MS Office which includes Teams, Outlook, Word, Excel, and PowerPoint | 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 and Safety, Safeguarding, Prevent, EDI, and Anti-bullying, Harassment and Sexual Misconduct | X | | | X | |

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PAY & BENEFITS

- Salary range £60,000 to £68,000 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 Universities Superannuation Scheme. You may opt out.
- 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, as well as the Thrive Mental Wellbeing app. Several UCEM employees are trained Mental Health First Aiders and can support staff.
- Cycle to Work and Electric Vehicle salary sacrifice schemes and access to Tax-Free Childcare (Government scheme).
- For Horizons based roles, we may in the future be able to offer parking on site however you must not assume this will be possible. Every now and then we may have a spare parking space become available and you can ask to join the waiting list. UCEM is keen wherever possible, to encourage staff to commute as sustainably as possible.
- 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

IMPORTANT! 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. In addition, if you apply for this job on the recommendation of an existing UCEM employee, please make sure to mention their name within your application.

To apply for this role, 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/>

We are committed to driving forward our sustainability agenda to secure a sustainable future and our long-term ambition is to be the world's most sustainable university. We recommend you visit our website to find out more about our **Sustainability Strategy**: <https://www.ucem.ac.uk/sustainability/>

If you are an existing UCEM employee, we request you inform your current line manager of your intention to apply for this role

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.

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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 2454 / 2433 or email recruitment@ucem.ac.uk

Closing date and next steps

Wednesday 7 May 2025 at 5.00 p.m.

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

Initial interviews are scheduled for Tuesday 20 and Thursday 22 May 2025.

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, Microsoft Teams, and we may invite you to visit our Reading office, especially when this is your place of work.

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.

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Attachment – homeworking environment

UCEM is a **flexible employer** and flexibility is built into different places of work location. As such, it is reasonable to ask employees to adhere to some **general principles and ways of working**, in order to make sure flexibility offers value to everyone, including UCEM.

In addition, if all or part of your working week involves working at home, your home environment must meet certain conditions. Otherwise you will be required to work in the office at Horizons.

General principles

- All employees regardless of place of work will be required to take an online Display Screen Equipment (DSE) assessment and repeat this at such intervals as may be instructed by the Facilities Management Team. The purpose of this is to look after your health and safety at work.
- All employees must adhere to UCEM IT Security and Data Protection policies in their place of work.
- All employees will be expected to be accessible to colleagues during their normal working hours and ensure their Outlook Calendars reflect the accurate place of work.
- All line managers will be expected to be accessible to their team and will be responsible for ensuring the performance of their team.

Remote (Home) requirements and conditions

- Where your place of work involves working at home, you must have suitable conditions in which to work.
- As a minimum, your UK home location must be able to accommodate the UCEM technology and equipment. What this means in practice is that you must have sufficient space in which to house the technology and equipment safely and securely.
- In all cases, UCEM technology and equipment can only be handled and used by you, the employee. It must not be accessible to any other household member, at any time.
- When you are working remotely as part of the DSE assessment, you will be required to provide evidence that your working environment meets DSE requirements, such as providing a photo of your workstation setup.
- You must also provide a secure and reliable internet connection which allows you to work as effectively as if you were in Horizons, **including undertaking video and audio calls and connecting permanently to the VPN.**
- In the case of known broadband outage you should plan to work at Horizons or elsewhere – noting that elsewhere must still meet the place of work requirements. Should you be unable to do either of these options, you will be required to take holiday. In the event of unexpected outage, you should discuss with your line manager whether you need to find an alternative place of work or take holiday.
- For the avoidance of doubt, the provision of the required broadband, will be self-funded.
- It is expected that you will house technology and equipment at a suitable work desk, which gives you the space needed to work safely and confidentially. This space in your home must be away from other household users, such as space in a room which is not frequented by other household members.
- Your work environment must remain professional at all times. This means you must be able to work remotely without interruption from household members and noise, and your surroundings should mirror what an office environment would look like (clean/tidy, free of clutter and distractions).
- It is not appropriate to work from a sofa or other location which is not in keeping with presenting a professional work environment. Opting to use the blurring function on Teams/Zoom is not an acceptable workaround.
- If you do not have space to accommodate these requirements or your circumstances change, you are not permitted to work at any location other than Horizons.