**JOB DESCRIPTION**

**POST: Registry Administrator**

**LOCATION: UCFB Wembley Campus, London, or UCFB Etihad Campus, Manchester (some travel between sites will be expected)**

**SALARY: Circa £20,678 to £26,010 per annum depending upon qualifications & experience (plus a 10% London weighting allowance if applicable)**

**POST OBJECTIVES:**

The post is designed to provide an efficient and confidential administrative support service to the Registrar and Deputy Registrar. As well as providing a committee servicing role for meetings held within the Registry, the post will also act as an administrative liaison between the Registrar (and the Deputy Registrar), the Departmental Managers in the Registry and their staff.

**KEY TASKS:**

Key operational service delivery areas include but are not limited to:

1 Providing a confidential administrative support service to the Registrar and Deputy Registrar in support of the overarching remit of the Registry. Including:

* Management of the Registrar’s in-box and diary
* Production and curation of documents for Registry purposes using a variety of media
* Research, data analysis and relevant report creation
* Supporting the delivery of ‘critical’ messages to students and staff
* Project support
* Maintaining data, records and other information related processes in accordance with regulatory and confidentiality requirements

2 Acting as the designated meetings officer for a range of scheduled and ad-hoc meetings (as specified by the Registrar). Including:

* Meeting scheduling and organisation
* Agenda drafting and circulation
* Tabled documents collation and circulation
* Minute taking and circulation
* Action follow up

3 Supporting the development of activities and forums to enhance the profile of the Registry within the Institution. Including:

* Developing and maintaining a Registry Online Hub presence
* Creating and issuing of a Registry newsletter

4 As required by the Registrar or Deputy Registrar providing a ‘floating’ organisational and administrative support service across the remit of the Registry to:

* assist in the delivery of key milestone activities and events
* provide flexible and reliable support during periods of peak service loading
* provide flexible and reliable support during unanticipated or unprecedented situations e.g. the Covid19 pandemic

5 Working in collaboration with the Student Management Information and Reporting Officer to develop expertise with core Institution data and reporting systems

6 Providing an informed, informative and confidential point of contact for staff and students (via all media) with queries related to the Registry and its departments. Including:

* providing appropriate support and guidance on a range of queries
* pro-actively liaising with other departments and partner institutions to assist in resolving staff and if appropriate student queries or problems
* ensuring enquiries that cannot or should not be managed within the remit of the role are appropriately and sensitively re-directed to the relevant department or source of information or specialist support
* monitoring Registry and personal (work) inboxes during opening hours and ensuring queries are responded to in line with response time SLAs and KPIs

7 Proactively provide support across the Registry to ensure the best student and staff experience

8 To undertake appropriate staff development and professional training in line with the business objectives of UCFB/GIS

9 To work within the policies of Health and Safety and Equal Opportunities

10 To work flexibly and responsibly and undertake any other duties relevant to the level of the post

**Key Stakeholder Relationships**

**Internal:**

* Registrar
* Deputy Registrar
* Heads of Registry Departments
* Registry colleagues at all levels (cross campus)
* Academic colleagues (cross campus)
* Other UCFB/GIS/GIS professional services colleagues at all levels (cross campus)

**External:**

* Validating Partners
* External individuals / companies or other parties contacting the Registry (via the remit of the role)
* Professional standards and regulating bodies (as appropriate to the remit of the ECP Department)

**What we offer in return**



|  |
| --- |
| **Registry Administrator - Person Specification** |
| **HEI:** UCFB | **Location:** Wembley or Etihad (some travel between sites will be expected) |
| **Department:** Academic Quality | **Responsible to:** Registrar |
| **REQUIREMENTS** | **ESSENTIAL** | **DESIRABLE** | **METHOD OF ASSESSMENT\*** |
| **1. Qualifications & Training** | First degree (honours) or equivalent experience | Relevant additional professional qualifications Membership or Fellowship of relevant professional associations (e.g. AUA, CMI. ILM) | 1, 2 & 4 |
| **2. Previous Work Experience** | Knowledge and demonstrable experience of providing a high quality confidential administrative support service (ideally but not essentially gained in an HE environment)Knowledge and demonstrable experience of the day to day service delivery within a Customer Service type service Demonstrable experience of servicing committees Experience of working within a fast paced and high pressure team environment  | Understanding of the strategic issues and challenges facing small, specialist Institutions and Higher Education providersExperience of using student information systems e.g. Tribal EBS and / or Tribal SITS systemsKnowledge and understanding of the QAA Quality Code and how it informs the work of the Registry | 1, 2 & 4 |
| **3. Specific Knowledge/ Skills/ Abilities Required** | Well developed and demonstrable levels of skill associated with:* attention to detail
* maintaining confidentiality
* workload prioritisation
* problem identification, articulation and resolution
* use of judgement in complex situations
* critical and innovative thinking

Well developed and robust interpersonal skills including high levels of competency linked to:* effective communication and articulation
* empathy and openness
* team working and collaboration
* relationship building

Excellent IT skills which must encompass the:* full MS Office suite
* ability to quickly adapt to using new systems and software
 | Data analysis abilityAbility to create documentation / presentations etc. in an engaging and audience appropriate formats | 1, 2, 3, 4 & 5 (via probation period) |
| **4. Motivation/ Attitude** | Professional approach to workReliableOrganisational SkillsFlexibilityExcellent interpersonal skills |  | 2 & 5 (via probation period) |
| **5. UCFB/ GIS Values** | Fair play for allOne team united around sports education Bringing your best game  |  | 2 & 5 (via probation period) |
| **\*1=Application Form; 2=Interview; 3=Test/Presentation; 4=Documentary Evidence; 5=Other** |