

## JOB DESCRIPTION

<b>Job Title:</b>	Academic Registry Casework Administrator	<b>Grade:</b>	SG5
<b>Department:</b>	Academic Registry Student & Academic Services	<b>Date of Job Evaluation:</b>	January 2024
<b>Role reports to:</b>	Academic Registry Officer (Academic Appeals)	<b>SOC Code</b>	
<b>Direct Reports</b>	None		
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

**PURPOSE OF ROLE:** The role holder will be responsible for undertaking a range of administrative duties associated with the operation of student casework and the maintenance of the academic regulatory framework. The post requires meticulous attention to detail, the ability to work under pressure and to effectively prioritise. The post-holder will work as part of a team, working closely with colleagues in Student & Academic Services and Faculties to support the consistent operation of the work of the team.

### KEY ACCOUNTABILITIES:

#### Team Specific:

- Log new student casework and provide initial responses.
- Maintain the information spreadsheets for the processing of student casework.
- Provide administrative support to the Academic Registry Senior Administrators with the processing of student casework.
- Assist with the preparation of student casework documentation for university committees and panels and support note taking where required.
- Support the Registry & Casework Senior Administrator with academic appeals and student complaints.
- Provide administrative support to the Academic Registry Manager with the training programme for casework investigators.
- Provide administrative support for registry-led projects.
- Support the maintenance of Registry web pages.
- Deputise for the Academic Registry Senior Administrators as and when needed.

#### Generic:

- General duties as required to support the work of the Academic Registry Casework Team.
- Participate in meetings within the university when necessary to support the effective operation of the Academic Registry team and assist in achieving departmental team objectives.

**Managing Self:**

- To show initiative in contributing to the development of office processes.
- Ability to work on own initiative without constant supervision.
- Ability to work to deadlines.
- Ability to work accurately under pressure.

**Core Requirements:**

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

**Additional Requirements:**

- A willingness to represent the department as a Green/Sustainability Champion.
- A willingness to undertake a health & safety role.
- A willingness to travel to any of the university's sites as necessary.

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that Academic Registry Student & Academic Services delivers the required level of service.

**KEY PERFORMANCE INDICATORS:**

- To produce high quality work delivered to agreed timescales.

**KEY RELATIONSHIPS (Internal & External):**

- Academic Registry Office and Student & Academic Services colleagues.
- Quality Team colleagues.

- Staff at all levels in Faculties and Directorates of the university.
- University partners, relevant HE networks and external agencies.
- Students and their representatives.

<b>PERSON SPECIFICATION</b>	
<b>Essential</b>	<b>Desirable</b>
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Recent experience of working in a busy and demanding office environment</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• High level of IT literacy - MS Word and Excel to intermediate standard.</li> <li>• Excellent verbal and written communication skills.</li> <li>• Able to work both individually and as part of a team.</li> <li>• Able to prioritise, organise and deliver a complex and changing workload under pressure, without constant supervision and to tight deadlines.</li> <li>• A methodical approach with a keen attention to detail.</li> <li>• Ability to take initiative in solving day-to- day issues or problems.</li> </ul> <p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Minimum 'A' level education (or equivalent) or demonstrable relevant work experience.</li> </ul> <p><b>Personal attributes</b></p> <ul style="list-style-type: none"> <li>• We are looking for people who can help us deliver the <a href="#">values</a> of</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience of working in a Higher Education environment</li> <li>• Experience of administering the work of committees</li> <li>• Experience of web page administration</li> </ul> <p><b>Skills:</b></p> <p>N/A</p> <p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Educated to HND/Degree level.</li> </ul> <p><b>Personal attributes</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>

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