

JOB DESCRIPTION

Job Title: Academic Registry Administrator

Grade: SG5

Department: Student & Academic Services Directorate

Responsible to: Registry Policy & Project Officer

Responsible for: None

Key Contacts: Academic Registry, Faculty colleagues, Quality colleagues

Standard Occupational Classification (SoC code): TBC

Non-Contractual Nature of Role Profile: 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

Working as part of a team, the post-holder will be responsible for undertaking a range of administrative duties associated with the operation of Extenuating Circumstances, the maintenance of the associated procedures & policies and the wider casework of the Academic Registry team. Working alongside colleagues within Academic Registry and other staff within Student and Academic Services to ensure that the team's functions support the work of the faculties and other University Departments, Partner & Link Colleges, Network Colleges, and Collaborative Institutions.

KEY ACCOUNTABILITIES

Team Specific:

- To monitor the Extenuating Circumstances systems and be responsible for processing straightforward Extenuating Circumstances claims according to the University EC Policy & Procedure.
- To ensure any decisions taken in relation to ECs are in accordance with the EC Policy & Procedure.
- To refer non-criteria claims as appropriate.
- To monitor queries regarding ECs and answer/direct as appropriate.
- To liaise with colleagues across the University to ensure that the correct assessment details are provided.
- To support the Registry Policy & Project Officer in the preparation of data for reports on the application of the EC Policy & Procedure as required.

- To provide advice to Faculty staff; Quality staff and Student Centre staff in relation to the Academic Registry Casework area.
- To assist with the production of user guides and process manuals.
- To attend meetings relating to the wider work of the Academic Registry and draft notes where appropriate.
- Provide administrative support for registry-led projects and other areas of casework as appropriate.
- Support the maintenance of Registry web pages and the University's CRM 'AskUoG' service.
- Deputise for the Academic Registry Senior Administrators as and when needed.
- Provide administrative support to the Academic Registry Manager and as directed by line manager.

Generic:

- General duties as required to support the work of the Academic Registry 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
- Work to strict 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:

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 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.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Recent experience of working in a busy and demanding office environment
- Experience of working in a customer-oriented environment.

Desirable Criteria

- Experience of working in a Higher Education environment
- Experience of administering the work of committees
- Experience of communicating standards of procedure and practices to varying stakeholders.

SKILLS:

Essential Criteria

- High level of IT literacy - MS Word and Excel to intermediate standard
- Excellent verbal and written communication skills
- Able to work both individually and as part of a team
- Able to prioritise, organise and deliver a complex and changing workload under pressure, without constant supervision and to tight deadlines

- A methodical approach with a keen attention to detail
- Ability to take initiative in solving day-to-day issues or problems
- Ability to work well in a team
- Adaptable to different types of work and workloads
- Calm under pressure
- Discreet approach and ability to maintain confidentiality

QUALIFICATIONS:

Essential Criteria

- Minimum 'A' level education (or equivalent) or demonstrable relevant work experience

Desirable Criteria

- Educated to HND/Degree level

PERSONAL ATTRIBUTES:

Essential Criteria

- We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful.