



Cardiff
Metropolitan
University

Prifysgol
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Caerdydd

JOB DESCRIPTION

Job Title:	Registry Officer (Programmes)
Department	Registry Services
Location:	Llandaff Campus
Grade:	4AB
Salary:	£25,627 - £30,497 per annum (pro-rata)
Hours	18.5 hours per week
Tenure:	Permanent

Role Summary:

To effectively lead, co-ordinate and manage the administrative functions of all programme assessment ensuring that the end-to-end business processes are delivered to target.

To provide specialist advice and appropriate technical support on the assessment system and process orientation in relation to key activities within Registry Services.

To liaise and network with Cardiff Met staff in the Academic Schools and other Support Units and External Bodies to promote good relations for effective provision of relevant Registry Services.

To ensure students and staff receive a high quality and professional service from Registry Services.

Principal Duties and Responsibilities:

1. Lead and manage the end-to-end overview of the student life-cycle, from enrolment throughout the duration of programme delivery. Act as the main point of contact with academic staff in pursuit of accurate data management.

2. Collate and analyse data for the production of specialised statistical reports on key issues regarding the Student Assessment System as required by Programme Directors, Heads of Departments and the Director of Registry Services.
3. To support and deliver specific technical advice to the Schools and Support Units to facilitate compliance with Cardiff Met's regulations and to exchange and impart information to enhance good practice.
4. Lead and co-ordinate examination and pre-examination boards schedules and to ensure these work efficiently and effectively and to appropriate timescales.
5. Act as an advisor at all relevant examination boards on behalf of Registry Services and the Director of Registry Services to ensure examination boards and their processes are compliant with Academic Handbook regulations and are formally recorded.
6. Manage all post examination board assessment processes to ensure they are followed in accordance with required deadlines.
7. Co-ordinate and update information on Mitigating Circumstances, Unfair Practice and other related admin processes. Attend relevant meetings and Committees where necessary as a representative of Registry Services.
8. Manage the process of notification of results and releasing marks to web, through liaison with other Registry Services Units and School staff.
9. Confirm with Finance and students, the allocation of correct fees and resolve any fee queries.
10. Act as point of contact for specialist advice for staff and student queries on any student data. :
11. To be involved in the regular development, monitoring and review of administrative processes and procedures and make recommendations to the Registry Operations Manager (Programmes) to ensure continuous improvement.
12. To use a wide range of new and existing ICT and software and to make recommendations for further system and process development.
13. To ensure knowledge of the Academic Handbook is kept up to date for quality and assurance needs.
14. Conduct regular audits of student profiles to ensure that they are correct and in line with university regulations.
15. Advise on student system updates, including students system testing on behalf of the Registry Operations Manager (Programmes).
16. Advise the Registry Operations Manager (Programmes) on the Academic Regulations to ensure that they are fit for purpose and support any change.
17. To deal with enquiries, correspondence and internal/external communications in a professional manner.

18. To carry out any other relevant duties commensurate with the grade of the post.

Standard Notification

These guidelines are provided to assist you in the performance of your contract. The university is a dynamic organisation; therefore changes may be required from time to time. Any changes will be made in consultation with the post-holder. The Summary of Duties and Responsibilities is not intended to be an exhaustive list of tasks performed. Other associated technical tasks are likely to be performed as directed by the line manager.

It is accepted that individual staff will have a specialist skills and knowledge base in relation to the role they have been appointed to. In addition to this, Cardiff Metropolitan University expects that all staff will conduct themselves in a professional and courteous manner at all times and have particular regard for their responsibilities under Cardiff Metropolitan University's Equalities, Financial, Environmental and Sustainability, Human Resources and Health and Safety policies and procedures.



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PERSON SPECIFICATION

Post: Registry Officer (Programmes)

Unit/School: Academic Registry

***Key**

A - Application form

I - Interview

T/P - Test/Presentation

FACTORS	ESSENTIAL AND DESIRABLE CRITERIA	ASSESSED BY		
		A*	I*	T/P*
Education & Qualifications (Essential)	Minimum of two "A" Levels (or equivalent level qualification) and have relevant experience of working in an administration role.	X	X	
Education & Qualifications (Desirable)	Educated to a degree level	X		
Knowledge (Essential)	Understanding of administrative procedures and processes within an Academic Registry or related environment at an appropriate level.	X	X	
	Understanding of the application of information technology in an office environment which supports customer requirements, i.e. registration packages	X	X	
	Awareness of quality standards.	X	X	

FACTORS	ESSENTIAL AND DESIRABLE CRITERIA	ASSESSED BY		
		A*	I*	T/P*
Skills and Abilities (Essential)	Excellent analytical skills. Ability to use a range of PC software including Microsoft Office packages and enrolment and assessment recording systems.	X	X	
	Effective communication skills including minute writing.	X	X	
	Numerical skills.	X		
	Ability to organise and prioritise work in order to meet deadlines.	X	X	
	Accuracy and attention to detail.	X	X	
	Ability to collate relevant data/ information in relation to assisting in providing appropriate management information to the service and to customers.	X	X	
Skills and Abilities (Desirable)	The ability to effectively operate UNIT4 or equivalent registration and assessment record system.	X		
Experience paid / unpaid (Essential)	Communicating complex information to colleagues both inside an organisation and with external bodies.	X	X	
	Operating manual and computerised information retrieval systems.	X	X	
	Maintaining and updating administrative systems and processes.	X	X	
	Generating routine correspondence and reports.	X		
	Responding to enquiries and complaints from customers.	X	X	
	Experience as an administrator within the area of higher education.	X		
	Working within budget constraints.	X		
	Setting student fees.	X	X	

FACTORS	ESSENTIAL AND DESIRABLE CRITERIA	ASSESSED BY		
		A*	I*	T/P*
Other Requirements (Essential)	Willingness to work additional hours as and when required.	X	X	
	Commitment to work on different campuses as and when required.	X	X	
Other Requirements (Desirable)	Ability to speak Welsh	X	X	