

# Job Description

<b>Position:</b>	Registry Operations Coordinator
<b>School/Service:</b>	Off Campus Division
<b>Reference:</b>	OCD-084/P
<b>Grade:</b>	Grade 4
<b>Status:</b>	Permanent
<b>Hours:</b>	Full-Time (36.25 hours per week)
<b>Reporting to:</b>	Registry Operations Manager

## Main Function of the Position:

To contribute to the delivery of an efficient, accurate and compliant Registry Operations service for the Off Campus Division. The postholder will support partner-delivered provision by creating and maintaining student records, actioning course transfers and other record amendments, creating and maintaining Course Block Occurrences (CBOs), and providing operational support and guidance to partner institutions and University Partnership Coordinators.

The postholder will also monitor partner-led admissions activity to ensure alignment with University Academic Regulations, approved entry requirements and partnership agreements, escalating risks and irregularities as appropriate. The role requires a high level of accuracy, regulatory awareness, and the ability to work proactively with internal and external stakeholders to ensure operational standards are met.

## Principal Duties and Responsibilities:

1. Carrying out duties relating to the delivery of Registry Operations for the Off Campus Division, ensuring compliance with University Academic Regulations, partnership requirements, data governance standards and relevant external expectations (including QAA and OfS).
2. Creating, maintaining and updating student records on the University student record system (e.g. SITS), ensuring accuracy, completeness, consistency and appropriate audit trails.
3. Creating and maintaining Course Block Occurrences (CBOs) and associated structural set-up, ensuring alignment with approved programme structures, delivery sites, intakes and associated coding requirements.
4. Processing course transfers, programme changes, changes of mode of attendance, deferrals, withdrawals, interruptions of study and other student record amendments in accordance with University regulations and standard operating procedures.
5. Monitoring partner-led admissions activity and associated documentation to ensure decisions align with approved entry criteria, University Admissions Policy/requirements (where applicable to Off Campus provision), Academic Regulations and partnership agreements.
6. Identifying inconsistencies, anomalies, potential compliance risks or procedural breaches within partner-led admissions activity, and escalating concerns promptly and appropriately in line with governance arrangements.
7. Supporting audit and quality assurance activity relevant to partner provision, including data checks, evidence gathering, and participation in monitoring processes and reporting where required.
8. Acting as a key operational point of contact between partner institutions and University Partnership Coordinators regarding registry operations matters, ensuring clear, timely and professional communication.

9. Providing advice and guidance to partners and internal stakeholders on registry processes, including student record creation, required documentation, enrolment-related amendments, and regulatory/operational requirements.
10. Working with colleagues to ensure that data handling and recording is completed in line with standard procedures to support internal reporting, statutory returns (e.g. HESA as relevant), and day-to-day operational requirements.
11. Supporting continuous improvement by contributing to the development, review and documentation of standard operating procedures and monitoring frameworks for Off Campus registry operations and partner-led processes.
12. Providing technical and operational support to staff and stakeholders in relation to relevant systems and processes (e.g. SITS student record tasks, structural set-up, workflows, and related reporting).
13. Working collaboratively as part of the wider Off Campus / Registry operational function, supporting peak periods as required and assisting with other duties that are commensurate with the grade of the post.
14. From time to time, undertaking other such duties as may be required by the line manager, consistent with the responsibilities of the role.
15. Ensuring and maintaining integrity and confidentiality of data in line with statutory and corporate requirements, including Data Protection legislation and University policies.
16. Ensuring a safe working environment and abiding by University health and safety policies and practices and observing the University's Equal Opportunities policy and Dignity at Work policy at all times.
17. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role.

Note:

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Please note that this appointment may be subject to Disclosure and Barring Clearance

The university is committed to upholding academic freedom and freedom of speech within the law. We support open and respectful debate, the exchange of ideas, and the right of staff and students to question, test, and advance knowledge without constraint, while recognising the responsibility to exercise these freedoms in a way that respects the rights of others.

## Person Specification

<b>Position:</b> Registry Operations Coordinator		<b>Reference:</b> OCD-084/P	
<b>School/Service:</b> Off Campus Division		<b>Priority (1/2)</b>	<b>Method of Assessment</b>
<b>Criteria</b>			
<b>1</b>	<b>Qualifications</b>		
1 a)	GCSE in English and Mathematics – minimum grade C/4, or equivalent standard of education	Priority 1	Application Form / Documentation
1 b)	To have or be working towards a relevant degree, HNC/HND qualification or equivalent relevant experience within Higher Education administration / registry operations	Priority 1	Application Form / Documentation
<b>2</b>	<b>Skills / Knowledge</b>		
2 a)	Competent in the use of Information Technology e.g., word processing, spreadsheets, databases, email, internet	Priority 1	Application Form / Interview / Assessment
2 b)	Experience of working with complex student record systems (e.g., SITS or equivalent), with high standards of accuracy and data integrity	Priority 1	Application Form / Interview
2 c)	Ability to interpret and apply University regulations, procedures and governance frameworks in operational decision-making	Priority 1	Application Form / Interview / Assessment
2 d)	Ability to present information clearly, accurately and concisely to colleagues and external contacts, including partner staff	Priority 1	Application Form / Interview
2 e)	Excellent oral communication and interpersonal skills to liaise effectively with internal and external stakeholders in a professional manner	Priority 1	Application Form / Interview / Assessment
2 f)	Methodical approach to preparing, checking and maintaining accurate data, including the ability to analyse and identify inconsistencies/anomalies	Priority 1	Application Form / Interview / Assessment
2g)	Strong organizational skills with the ability to prioritise workloads, meet deadlines and manage multiple tasks independently.	Priority 1	Application Form / Interview / Assessment
2 h)	Understanding of the Higher Education regulatory context and quality assurance expectations (e.g. QAA; OfS) as they relate to partner provision and admissions/registry operations	Priority 1	Application Form / Interview / Assessment
2 i)	Understanding of risk, compliance monitoring and escalation in a decentralized/partner-delivered environment	Priority 2	Application Form / Interview / Assessment

<b>3</b>	<b>Experience</b>		
3 a)	Experience in a similar role within a University Registry, student records, admissions operations or related student administration function	Priority 1	Application Form / Interview
3 b)	Experience creating and maintaining student records and actioning record amendments such as course transfers, interruptions, withdrawals or changes of status	Priority 1	Application Form / Interview
3 c)	Experience of complex computer systems, including spreadsheets and databases, with evidence of maintaining high data quality standards	Priority 1	Application Form / Interview
3 d)	Experience of monitoring compliance and/or undertaking structured checks of admissions/registry activity to ensure alignment with policy and procedures	Priority 1	Application Form / Interview
3 e)	Experience of working with external stakeholders (e.g., partners) and providing guidance/advice in a customer service environment	Priority 2	Application Form / Interview
3 f)	Understanding of audit, evidence gathering and data validation	Priority 2	Application Form / Interview
<b>4</b>	<b>Personal Qualities</b>		
4 a)	Awareness of the requirements associated with operating within a professional service environment and commitment to continuous improvement	Priority 1	Interview
4 b)	Able to work and contribute as a member of a team, whilst using own initiative, as appropriate	Priority 1	Interview
4 c)	Able to handle confidential information with discretion and integrity	Priority 1	Interview
4 d)	Show sensitivity to individual differences and work respectfully with a diverse range of stakeholders	Priority 1	Interview
4 e)	Able and willing to adapt to changing demands, procedures and routines, including peak operational periods	Priority 1	Interview
4 f)	Reliable and punctual attendance	Priority 1	References
<b>5</b>	<b>Other</b>		
5 a)	Willing to undertake staff development, which may take place outside the University	Priority 1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Freedom of Information Act and the Bribery Act	Priority 1	Interview
5 c)	Awareness of the requirements of Health & Safety within the work environment	Priority 1	Interview
5 d)	Commitment to the University's policy on equal opportunities and diversity	Priority 1	Interview
5 e)	Available to work flexibly to meet the need of the role and the service	Priority 1	Interview

**Note:**

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current.
4. Employees are expect to have access to suitable IT equipment and broadband internet access at home to work remotely if required.