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| **University of St Andrews**  **Registry**  **Registry Senior Administrator (Student Journey) – CG1932DO**  **Further Particulars for Applicants** |

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| **Registry** |

Academic Registry is a key central administrative service of the University supporting Schools, students, senior management and external stakeholders through admissions, the administration of student records, curriculum, compliance and scholarships, and management of systems and data. Members of staff are required to work flexibly and provide support across the Unit according to the priorities of the academic cycle. Registry staff initiate, shape and support institution-wide projects, effecting improvements in key strategic areas including the overall St Andrews student experience. The Unit actively supports the [University’s strategy](https://www.st-andrews.ac.uk/about/governance/university-strategy/) with various projects and cross-unit functions.

The key services of Academic Registry are led by the Academic Registrar who is supported by a team of senior staff with all operations spread across their portfolios. Each portfolio comprises several teams. While each team has a distinct focus, colleagues across the Unit work very closely together to ensure that Registry services and processes are integrated, well-considered, flexible and customer focused. The Registry Student Journey encompasses the operations and student experience from application through conversion, matriculation, progression, and award of all standard student cohorts (undergraduate and postgraduate).

The role focuses on the co-ordination, delivery and development of services relating to the entire student journey, covering both applicants and students, as well as supporting activities within curriculum and data areas. You will be involved in services and activities processing application and student records and will be responding to applicant, student and staff queries. The successful candidates will work closely with colleagues in Academic Schools, Proctor’s Office and other Professional Service units (Admissions, International Educational Institute, Accommodation, Global Office) to ensure that we provide a first-rate and integrated service to all stakeholders across and beyond the University.

Registry is the steward of the institutional student record and therefore all processes and procedures assure and are designed to maintain or improve the quality, integrity and security of this information while ensuring that as much of it is available, accessible, and as usable as possible at the point of need. You will have a commitment to the highest standards of data quality and will support the teams in ensuring that all information, data and records are maintained to the highest levels.

**The job description is attached below.**

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| **Job Description** |

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| Job Title: Registry Senior Administrator  School/Unit: Registry  Reporting to: Registry Manager  Job Family: Managerial, Specialist & Administrative  Duration: 2-year fixed term to cover secondment. | Working Hours: Full-time / 36.25 hours per week  Grade/Salary: 4 / £24,285-27,929 per annum  Ref no: CG1932DO  Interview Date: w/c 20 February 2023 |

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| **Main Purpose of Role** |

The Registry Senior Administrator plays a key role in the effective operation of all teams within Registry. The role focuses on the co-ordination, delivery and development of services and processes relating to applicants to the University, and the customer experience we offer at all stages of the applicant and student journey to all relevant stakeholders. The role offers the opportunity to experience all areas of Registry activity, developing skills and experience in a very wide range of administrative and systems processes. The role-holder will work closely with all Registry Teams to ensure operations are delivered appropriately, and that there is appropriate support for day-to-day processes within the teams to run smoothly and to schedule. The role requires close liaison with colleagues in Academic Schools and in Professional Service units.

Reporting to the Registry Manager, the role holder supports the following areas, working across teams and the academic cycle to ensure capacity and expertise is available:

**Applicant, student, and curriculum records**

* Administering applications and student records, and associated processes.
* Communicating with students and applicants, including responding to queries by email or phone.
* Liaising with Academic Schools and Professional Units, to facilitate the student and applicant journey.
* Administering a range of business activities and processes across the entire student academic journey, including applications, student records, assessments, scholarships.
* Supporting curriculum and wider data management activities

**Data quality**

* Monitoring data integrity and correcting records as necessary
* Running reports and analysing outputs
* Providing quality assurance across a range of processes

**Key liaison groups**

* Academic Schools
* Proctor’s Office
* Admissions
* International Educational Institute
* IT Services
* Accommodation
* Finance
* Student Services
* Global Office
* Registry teams

**Development**

* Producing and updating procedural documentation
* Assisting with IT developments and design
* Testing new IT developments
* Supporting a cyclical process of ongoing improvements
* Helping with website development and maintenance
* Supporting Team and institutional projects

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| **Key Duties and Responsibilities** |

The duties of the post will vary according to the academic cycle and will be focused in the following areas:

**Communication and Liaison**

* To work together with the other team members to assure the delivery of key services and processes related to the and student journey, as defined by business calendars and deadlines.
* To liaise effectively with applicants, students, and relevant stakeholders, providing advice, information, and support as appropriate, and providing excellent customer service
* To respond to routine and more complex queries and requests for information, advice and assistance from applicants, students, and other University colleagues on all aspects of the Undergraduate student journey, thereby ensuring a consistently excellent level of customer service from all team members.
* To develop good relationships and provide assistance and advice to colleagues in Professional Service Units and Schools on all aspects of Registry processes, enabling colleagues to ensure that the applicant or student’s best interests are the primary focus of all activity.
* To review, and where necessary ensure updates to, correspondence, communications, and web information for all aspects of the Undergraduate student journey.
* To work with other relevant external organisations and other Higher Education Institutions where appropriate to ensure that all services are delivered within appropriate timescales and deadlines, to the highest standards and within all operational and legislative frameworks.

**Operations, Data and Processes**

* To maintain the highest standards of data quality and integrity, developing and utilising appropriate reporting mechanisms for monitoring, and implementing appropriate action where required. To ensure that all processes for requesting, monitoring and communicating in relation to additional documentation and correspondence for applications are managed in a professional, accurate and timely manner.
* To provide documentation, training, and support to team members as appropriate on relevant processes.
* To ensure that all data relating to applicant and student records are up to date and accurate, investigating and resolving errors as required, and using appropriate reporting mechanisms to ensure that all issues are identified and addressed.
* To ensure that requirements identified throughout the academic cycle are identified, captured, and taken forward where appropriate, using reviews, data analysis and working with colleagues.
* To ensure that all development activity, including SRL creation and updating is appropriately prioritized and supported, and that full and robust testing is undertaken and signed off within the appropriate timescales.
* To monitor services and activities relating to Unit and Team Key Performance Indicators, highlighting areas of concern, and providing feedback to managers.

**Training and Cross-team Working**

* To monitor and review activity across relevant areas supported by teams as required by the business cycle, especially those delivered with other Teams and Units.
* To work with colleagues in the Academic Data Team to implement and monitor measures to ensure that all records are maintained in accordance with principles of good record keeping and data management and the Data Protection legislation.
* To work with colleagues in the Academic Data Team and IT Services to ensure that all developments and enhancements are appropriately specified and tested, and that they meet the needs of the service.
* To work with colleagues in other units to ensure that all policies, processes, and communications are consistent and delivered seamlessly to applicants and students.
* To develop excellent working relationships with all Teams in Registry, ensuring consistency of standards and services across all relevant areas.
* To support whole unit activities across the cycle, including Matriculation, Examinations and Graduation.

**Personal and professional development**

* To engage with personal development in support of the duties of the role.
* To encourage continuous improvement through the identification and creation of efficiencies in operation.
* To work always for professional delivery of service within the unit in line with University policy and strategy.

Special Requirements:

The nature of the post requires flexible working with some evening and weekend hours during peak periods such as matriculation, examinations, graduation and statutory reporting in the late summer and autumn.

*Please note that this job description is not exhaustive, and the role holder may be required to undertake other relevant duties commensurate with the grading of the post. Activities may be subject to amendment over time as the role develops and/or priorities and requirements evolve*.

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| **Person Specification** |

This section details the attributes e.g., skills, knowledge/qualifications and competencies which are required to undertake the full remit of this post.

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| **Attributes** | **Essential** | **Desirable** | **Means of Assessment**  (i.e., application form, interview, test, presentation etc) |
| Education & Qualifications  (*technical, professional, academic qualifications and training required)* | HNC or equivalent |  | Application / document check |
| Experience & Knowledge  (*examples of specific experience and knowledge sought*) | Experience of working in a busy office environment  Customer service experience  Experience of working effectively in a team  Experience of using electronic office tools, email, calendar, and Microsoft products such as Word | Experience of working in Higher Education  Experience of using a student records system or other complex databases | Application  Interview  Skills test |
| Competencies & Skills  (*e.g., effective communication skills, initiative, flexibility, leadership etc*) | Good IT skills, including MS Office (Word, Excel, PowerPoint and Outlook).  Good planning, organisational and time management skills and the ability to prioritise a busy workload. Ability to meet tight deadlines  Team player with energetic ‘can do’ attitude.  Numeracy, accuracy, and organisational skills  Sound understanding of confidentiality, GDPR and the Data Protection Act.  Good understanding of principles of data handling, accuracy and good record keeping  Effective oral and written communication skills  Remain calm, professional, and courteous under pressure | Further IT skills (e.g., Access, or other database management systems; enquiry management systems)  Knowledge of SITS or a similar student records database | Application  Interview  Skills test |
| Other Attributes/Abilities  (if applicable) | Interest in process improvement and efficiency  Willingness and ability to learn new systems and processes quickly, including IT systems.  Proactive pursuit of personal and career development. |  | Application  Interview |

**Essential Criteria** – requirements without which a candidate would not be able to undertake the full remit of the role. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the short-listing stage.

**Desirable Criteria** – requirements which would be useful for the candidate to hold. When short-listing, these criteria will be considered when more than one applicant meets the essential requirements.

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| **Other Information** |

Interviews will be held on: w/c 20 February 2023

We encourage applicants to apply online at [www.vacancies.st-andrews.ac.uk/welcome.aspx](http://www.vacancies.st-andrews.ac.uk/welcome.aspx), however if you are unable to do this, please call +44 (0)1334 462571 for a paper application form.

For all applications, please quote ref: CG1932DO

In accordance with the new immigration rules, it is with regret that this role does not meet the current suitability requirements set by the UKVI to enable sponsorship of migrant workers.The University encourages all interested candidates to apply regardless of nationality and all applications received are assessed against the essential and desirable criteria listed in the further particulars.  The successful candidate will have to demonstrate their right to work in the UK prior to commencing employment and where required, obtain the right to work in the UK without relying on University sponsorship.  Information on other visa options is available at [https://www.gov.uk/check-uk-visa](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fcheck-uk-visa&data=04%7C01%7Csg43%40st-andrews.ac.uk%7Cafac7322058645cedc6808da12632e01%7Cf85626cb0da849d3aa5864ef678ef01a%7C0%7C0%7C637842514422631093%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=kM%2F3JwneeNydEuqzYCOGR8Av87sjhFySRETnsBd8Rb8%3D&reserved=0) or by contacting our HR Immigration Team on [hrimmigration@st-andrews.ac.uk](mailto:hrimmigration@st-andrews.ac.uk).

Equality, diversity and inclusion are at the heart of the St Andrews experience. We strive to create a fair and inclusive culture demonstrated through our commitment to diversity awards (Athena Swan, Carer Positive, LGBT Charter, Race Charters and Stonewall). We celebrate diversity by promoting profiles of BAME, LGBTIQ+ staff and supporting networks including the Staff BAME Network; Staff with Disabilities Network; Staff LGBTIQ+ Network; and the Staff Parents & Carers Network. Full details available online: <https://www.st-andrews.ac.uk/hr/edi/>

The University of St Andrews is a charity registered in Scotland (No SC013532).

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| **Obligations as an Employee** |

You have a duty to carry out your work in a safe manner in order not to endanger yourself or anyone else by your acts or omissions.

You are required to comply with the University health and safety policy as it relates to your work activities, and to take appropriate action in case of an emergency.

You are required to undertake the Information Security Essentials computer-based training course and adhere to its principles alongside related University Policy and Regulations.

You are responsible for applying the University’s equality and diversity policies and principles in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own area of work/activities.

You should be adaptable to change, and be willing to acquire new skills and knowledge as applicable to the needs of the role.

You may, with reasonable notice, be required to work within other Schools/Units within the University of St Andrews.

You have the responsibility to engage with the University’s environmental sustainability strategy, committing the University to reach net-zero by 2035.

You are required to engage with the technology, systems and communication channels necessary for you to undertake your work and must update your personal details via HR Self Service whenever there is a change.

Employees with staff management responsibilities must familiarize themselves with appropriate policies.

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| **Who Are We? St Andrews At a Glance** |

The third oldest university in the English-speaking world

Ranked top UK university in the [Times and Sunday Times Good University Guide 2022](https://news.st-andrews.ac.uk/archive/top-of-the-class/)

Twice named [University of the Year](https://news.st-andrews.ac.uk/archive/st-andrews-named-university-of-the-year/)

Consistently ranked [one of the UK’s top five universities](https://www.thecompleteuniversityguide.co.uk/league-tables/rankings) and top in Scotland in the *Complete University Guide*

Top in the UK for [student satisfaction](https://news.st-andrews.ac.uk/archive/st-andrews-top-for-student-experience-2/)

Research-intensive – ranked 3rd in Scotland and 28th in the UK in [UK Research Excellence Framework](https://www.ref.ac.uk/)

Athena SWAN [Bronze Award holder](https://news.st-andrews.ac.uk/archive/athena-swan-awards/)

[Strategy](https://www.st-andrews.ac.uk/about/governance/university-strategy/) founded on ambition to be World-Leading, Diverse, Global, Entrepreneurial and Socially Responsible

Committed to sustainability and [aiming for Net Zero by 2035](https://www.st-andrews.ac.uk/sustainability/)

More than 9000 students and 3000 staff

Highly international – more than 45% of students and staff are from outwith the UK

A non-campus university, closely integrated with the ancient town of St Andrews

Top quality [sports](https://www.st-andrews.ac.uk/sport/), [music](https://www.st-andrews.ac.uk/music/) and [nursery](https://www.st-andrews.ac.uk/hr/edi/carers/childcare/nurseries/) facilities for staff and students

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| **The University & Town** |

Founded in the early 15th century, St Andrews is Scotland’s first university and one of the oldest in the world.

Situated on the east coast of Scotland and framed by countryside, beaches and cliffs, [the town of St Andrews](https://en.wikipedia.org/wiki/St_Andrews) was once the centre of the nation’s political and religious life. Today, it’s a vibrant academic town with a distinctively cosmopolitan feel where students and university staff account for more than half of the local population.

The University of St Andrews is a diverse and international community of almost 13,000 students and staff, typically of more than 140 nationalities. It has more than 10,000 students, just over 8000 of them undergraduates, and employs approximately 3000 staff, made up of c1350 in the academic job families and c1650 in the non-academic job families.

Under the leadership of current [Principal Professor Sally Mapstone](https://www.st-andrews.ac.uk/about/governance/key-officials/principal/), the University’s [Strategy (2018-23)](https://www.st-andrews.ac.uk/about/governance/university-strategy/) is to broaden its global influence, become more diverse and consolidate its current position as the top UK university ([Times and Sunday Times Good University Guide 2022](https://news.st-andrews.ac.uk/archive/top-of-the-class/)).

The Strategy sets out the University’s ambitions to grow its international profile, champion diversity and inclusivity, expand its portfolio of world-leading research, develop stronger links with industry, and embed a culture of entrepreneurship among students and staff.

St Andrews has placed social responsibility at the heart of the Strategy, with a pledge to manage growth in student numbers, foster a growing culture of sustainability, and pursue a research and teaching agenda for the wider public good.

The University is one of Europe’s most research-intensive seats of learning. In the [Research Excellence Framework (REF 2021](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.ref.ac.uk%2F&data=05%7C01%7Csc350%40st-andrews.ac.uk%7C49aceb5f63c240c926ff08da4862842c%7Cf85626cb0da849d3aa5864ef678ef01a%7C0%7C0%7C637901885197306115%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=jhSn5A9k8jI8xV2A9dKVyyvOmE88Q37jibV8gR%2B14SQ%3D&reserved=0)) more than 88% of research carried out by the University of St Andrews is world-leading or internationally excellent. REF found that the overall quality of research at St Andrews had increased by 5.7% since the last assessment exercise in 2014.

St Andrews was ranked the top university in the UK in [The Times and Sunday Times Good University Guide 2022](https://www.thetimes.co.uk/article/good-university-guide-in-full-tp6dzs7wn): this is the first time in the history of the Guide, and UK university league tables in general, that a university other than Oxford or Cambridge has topped the rankings. St Andrews has consistently been ranked one of the UK’s top five universities in league tables compiled by [The Times and The Sunday Times](https://www.thetimes.co.uk/article/good-university-guide-in-full-tp6dzs7wn), [The Guardian](https://www.theguardian.com/education/universityguide) and the [Complete University Guide](https://www.thecompleteuniversityguide.co.uk/league-tables/rankings).

It is the third year that St Andrews has challenged the Oxbridge rankings, coming [second to Cambridge in 2020](https://news.st-andrews.ac.uk/archive/staff-and-students-help-st-andrews-to-league-table-first/) and [second to Oxford in 2021](https://news.st-andrews.ac.uk/archive/university-challenged-st-andrews-breaks-oxbridge/). It has frequently been rated the leading university in Scotland for [teaching quality and academic experience](https://news.st-andrews.ac.uk/archive/st-andrews-scoops-top-teaching-award/), and in the [National Student Survey 2021](https://news.st-andrews.ac.uk/archive/st-andrews-top-for-student-experience-2/) was the leading mainstream UK university for student satisfaction for the thirteenth year in a row.

In international and world rankings the University of St Andrews scores highly for teaching quality, research, international outlook and citations. It is a World Top 100 institution in the [QS World University Rankings 2022](https://www.topuniversities.com/university-rankings/world-university-rankings/2022).

St Andrews’ reputation for teaching, research and student satisfaction make it one of the most sought-after destinations for prospective students from the UK, Europe and overseas.

The University typically averages 12 applications per place and has not offered Clearing places for more than a decade. St Andrews has highly challenging academic entry requirements to attract only the most academically potent students in the Arts, Sciences, Medicine and Divinity.

St Andrews holds an Institutional [Athena SWAN Bronze Award](https://news.st-andrews.ac.uk/archive/athena-swan-awards/). Sixteen Schools hold [Bronze Awards](https://news.st-andrews.ac.uk/archive/university-secures-gender-equality-awards/), while the Schools of Physics & Astronomy and Psychology & Neuroscience have achieved [Athena SWAN Silver Awards](https://www.st-andrews.ac.uk/hr/edi/sex_gender/athenaswansupport/), and the School of Biology holds a [Gold Award](https://biology.st-andrews.ac.uk/edi/2021/05/10/school-of-biology-receives-an-athena-swan-gold-award/).