|  |
| --- |
| **University of St Andrews**  **Registry**  **Registry Senior Administrator (Postgraduate Research, Student Journey Team) – CG7365AC**  **Further Particulars for Applicants** |

|  |
| --- |
| **Registry** |

Registry is a key central administrative unit of the University supporting Schools, students, senior management and external stake-holders through admissions, the administration of student records, curriculum and timetabling records and the provision of associated reporting. Members of staff are required to work flexibly and provide support across the Unit according to the priorities of the academic cycle. The Unit actively supports the University’s strategy of improving the effectiveness and integration of administrative processes with various projects and cross-unit functions.

The main function of the Student Journey Team is to provide professional services to applicants, current students and staff in Schools and other Units. We are seeking a highly motivated and organised individual with a commitment to excellent customer service. You will have excellent communication and interpersonal skills and a flexible approach.  The role focuses on the co-ordination, delivery and development of services relating to postgraduate records, processes and customer experience from application to graduation. Each member of the PGR sub-team is the first point of contact for a set of academic Schools.

**The job description is attached below.**

|  |
| --- |
| **Job Description** |

|  |  |
| --- | --- |
| Job Title: Registry Senior Administrator (Postgraduate – Student Journey Team)  School/Unit: Registry  Reporting to: PG Registry Officer  Job Family: Managerial, Specialist & Administrative | Working Hours: Full-time/ 36.25hrs per week  Grade/Salary: Grade 4, £21,843-£25,298 per annum  Reference No: CG7365AC  Start Date: As soon as possible |

|  |
| --- |
| **Main Purpose of Role** |

The Registry Senior Administrators play a key role in the effective operation of the Student Journey Team. The role focuses on the co-ordination, delivery and development of services relating to postgraduate records, processes and customer experience from application to graduation. Each member of the PGR sub-team will be the first point of contact for their set of academic Schools. Together with other Registry Senior Administrators the role-holder contributes to the maintenance of the Unit’s calendar of events and ensures that the PGR lifecycle is represented accurately and all members of staff are aware of key deadlines and lead times. The role-holder works closely with other Registry Teams to ensure common student operations are fit for PGR purposes (application processing, matriculation, thesis submission, examination and awards) and that there is appropriate support for day-to-day processes within the PGR sub-team to run smoothly and to schedule. The role requires close liaison with colleagues in academic schools and in professional service units.

Reporting to the PG Registry Officer the role holder supports the following areas of work:

**Development**

* Participating in annual process review
* Producing 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

**Student records**

* Administering applications and associated processes
* Administering the decision-making process including the production of offer letters
* Running reports
* Issuing UKVI documentation CAS/ATAS
* Running the ATR process
* Facilitating matriculation and induction
* Processing changes of circumstance
* Reporting UKVI changes and following up individual cases
* Progressing student records following academic decisions
* Managing the thesis submission to examination process

**Liaison**

* Engaging with Schools and Units
* Advising stakeholders
* Engaging with applicants and students
* Liaising with Graduation Office
* Understanding and advising on policy

**Data quality**

* Monitoring data integrity and correcting records as necessary
* Providing quality assurance
  + Qualifications on entry and at graduation
  + Thesis titles
  + English language qualifications
  + Offer letters
  + ATAS certificates
  + Length of funding
  + Supervision assignment/changes of supervisor
  + Thesis declarations
  + Changes of circumstance
  + Passport/visa

|  |
| --- |
| **Key Duties and Responsibilities** |

1. To work together with the other team members to assure the delivery of key services and processes as defined by business calendars and deadlines.
2. To be first point of contact for a subset of academic Schools across all areas of PGR support from applications through to thesis submissions
3. To manage the receipt of applications and the processing of decisions from Schools.
4. To maintain the PGR student records so they are accurate and updates are timely.
5. To maintain thorough knowledge of all business areas relating to the work of the PGR sub-team and, using this knowledge, help to drive the postgraduate business calendar and deadlines.
6. To liaise with other colleagues collaborating on ideas, developments, sharing knowledge, trouble-shooting, especially in relation to the work of the PGR Team.
7. To work with colleagues in the facilitation, creation and maintenance of a business and communication calendar for the PGR sub-team.
8. To assist the wider Unit with key events such as matriculation.
9. To work with the Academic Data Team in supporting changes to the student record and to identify issues with processes, manual and automatic, that lead to data problems and facilitate changes to correct these.
10. To work with the Academic Data Team to ensure that all PGR processes and procedures maintain good data quality and integrity across the student record from admission to graduation.
11. To ensure that agreed procedures are followed for key postgraduate events and processes like admissions decision processing, checking of qualifications, progression, advising, matriculation, student visa checking.
12. To liaise with colleagues in Admissions so that communications between Units are facilitated.
13. To take a leading role in Working Groups or other specialist group activities that affect the business of the PGR sub-team.
14. To build customer relationships in Team communications (by telephone, in person, email and web)
15. To undertake training for the systems used, developed and supported by the PGR sub-team.
16. To reduce risk and resolve conflict by working closely with customers in identifying their needs and proposing solutions in consultation with Registry colleagues
17. To help manage knowledge transfer within the team such that operational processes are clear, focussing specifically on key areas of tacit knowledge that are crucial to successful delivery of those services
18. To create and maintain up-to-date documentation.
19. To scrutinise information that is currently on the web and ensure that it is clear and up to date at all times.
20. To understand the specific requirements of each customer (Schools, Pro-Dean, Registry colleagues and other support units) so that consideration is always given to them in routine work.
21. To assist in the production of summaries and reports as required, informing University policy and Registry strategy.
22. To work on various institutional developments relating to the student record as appropriate (eg, Enhanced Record card, Advising, SER Admissions, etc.)
23. To promote a positive working environment within the team and unit
24. To assist in the definitions of Service Level Agreements (SLAs) appropriate for the team.
25. To engage with personal development in support of the duties of the role.
26. To encourage continuous improvement through the identification and creation of efficiencies in operation.
27. 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*.

|  |
| --- |
| **Person Specification** |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **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/CV/ document check |
| Experience & Knowledge  (*examples of specific experience and knowledge sought*) | Experience of working in an office environment  Customer service experience  Experience of using electronic office tools, email, calendar and Microsoft product like Word  Experience of working effectively in a team  Ability to meet tight deadlines | Experience of working in Higher Education  Experience of using a student records system or other complex databases  Understanding of data quality issues | Application, task and interview |
| Competencies & Skills  (*e.g. effective communication skills, initiative, flexibility, leadership etc.*) | Good oral and written communication skills with ability to clearly identify most important concerns  Excellent customer focus and the ability to communicate with all  Commitment to providing a professional service  Numeracy, accuracy and organisational skills  Excellent understanding of principles of data handling, accuracy and good record keeping  Good understanding of confidentiality and the Data Protection Act  Remain calm, professional and courteous under pressure | IT Skills, in particular Microsoft Excel and MS Access | Application, task, interview, references |
| Other Attributes/Abilities | Clear communicator  Team player with a ‘can do attitude’  Demonstrated interest in training and professional development |  | Interview, references |

**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.

|  |
| --- |
| **Other Information** |

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: CG7365AC

The University of St Andrews is committed to promoting equality of opportunity for all, which is further demonstrated through its working on the Gender and Race Equality Charters and being awarded the Athena SWAN award for women in science, HR Excellence in Research Award and the LGBT Charter;  <http://www.st-andrews.ac.uk/hr/edi/diversityawards/>.

The University is committed to equality of opportunity.

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

|  |
| --- |
| **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 commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

|  |
| --- |
| **The University & Town** |

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

Situated on the east coast of Scotland and framed by countryside, beaches and cliffs, the town of St Andrews was once the centre of the nation’s political and religious life.

Today it is known around the world as the ‘Home of Golf’ and a vibrant academic town with a distinctively cosmopolitan feel where students and university staff account for more than 40% of the local population.

The University of St Andrews is a diverse and international community of over 11,000, comprising students and staff of over 120 nationalities. It has 8,500 students, just over 7,000 of them undergraduates, and employs approximately 2,540 staff - made up of c. 1,190 in the academic job families and c 1,350 in the non-academic job families.

St Andrews has approximately 50,000 living graduates, among them former Scottish First Minister Alex Salmond and the novelist Fay Weldon. In the last 90 years, the University has conferred around 1000 honorary degrees; notable recipients include Benjamin Franklin, Rudyard Kipling, Alexander Fleming, Iris Murdoch, James Black, Elizabeth Blackadder, Tim Berners-Lee and Hillary Clinton.

The University is one of Europe’s most research intensive seats of learning. It is the top rated university in Scotland for teaching quality and student satisfaction. In the Research Excellence Framework (REF) 2014 the University was ranked top in Scotland for quality of research output and one of the UK’s top 20 research universities.

St Andrews is consistently held to be one of the United Kingdom’s top ten universities in university league tables compiled by The Times and The Sunday Times, The Guardian and The Complete University Guide. The University has eight times been named the top multi-faculty university in the UK in the National Student Survey – a direct reflection of the quality of teaching, assessment and facilities. In international and world rankings St Andrews scores highly for teaching quality, research, international outlook and citations. It is established as a World Top 100 institution in annual rankings produced by QS and Times Higher Education.

Its international reputation for delivering high quality teaching and research and student satisfaction make it one of the most sought after destinations for prospective students from the UK, Europe and overseas. In 2015 the University received on average 12 applications per place. St Andrews has highly challenging academic entry requirements to attract only the most academically potent students in the Arts, Sciences, Medicine and Divinity.

The University is closely integrated with the town. The Main Library, many academic Schools and Service Units are located centrally, while the growth in research-active sciences and medicine has been accommodated at the North Haugh on the western edge of St Andrews.

As the University enters its seventh century, it is delivering a varied programme of strategic investment, including the refurbishment of its Main Library and a major investment in its collections, the opening of a research library, the development of a major arts centre and a Music Centre, the refurbishment of the Students’ Union, the provision of 900 additional students beds, the relocation of professional services to purpose built accommodation and the development of a wind-farm and green energy centre to offset energy costs.