![University of East London — Pioneering Futures Since 1898]

JOB DESCRIPTION

Job Title: Head of Systems & Courses
School/Service: Academic Registry
Grade: H
Campus: Docklands, Stratford, USS
Responsible to: Assistant Academic Registrar (Systems, Courses & Student Records)
Responsible for whom: Systems and Courses Teams, Temporary Staff
Liaison with: Academic Registry Teams, Strategic Planning, Finance, IT Services, QAE, Marketing, Admissions, Collaborative Partners and APO.
External Agencies such as HESA, SLC, Student Record Software Suppliers.

Never Not Moving Forward
Build your career, follow your passion, be inspired by our environment of success.
#BeTheChange

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London has commenced Year 4 of its transformational 10-year Vision 2028 strategic plan led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

As one of the most socially inclusive and international universities and comprising one of the most diverse staff populations in the UK (50% of our professoriate identify from black or minority ethnic backgrounds), we are hugely proud of our track record in reducing inequalities (ranked 1st in the UK & 2nd globally, Times Higher Education Global Impact Rankings, 2020) and our commitment to equality, diversity and inclusion is at the heart of Vision 2028.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of universities to have achieved the Race Equality Charter Award, we continue on our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive and performance-focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals who have a passion to make a positive difference to people and planet, creating a more sustainable future for

everyone.

About Academic Registry

The Academic Registry undertakes a wide range of high-level administrative tasks in support of the student experience, from initial enrolment through to releasing results. Teams within Academic Registry comprise of Systems and Courses, Student Records, Registry School, Assessments, Timetabling, Postgraduate Research and Partnerships.

JOB PURPOSE:

The Head of Systems & Courses will work closely with the Assistant Academic Registrar to help embed robust, efficient, and effective courses and student records systems processes and procedures for UEL. Ensuring that UEL registered students receive a high-quality academic experience. You will have oversight of systems and courses administration processes at UEL and will take a leading role in reviewing, assessing, introducing, and implementing system and process changes, whilst building and maintaining a cycle of continuous improvement. You will work with Registry Leads and Teams to ensure processes are compliant, appropriate and continue to meet relevant requirements.

MAIN DUTIES AND RESPONSIBILITIES:

Under the direction of the Assistant Academic Registrar and directing assigned Team leads:

Leadership and Decision Making

- To manage the effective development, integration, operation and enhancement of UEL's student records systems.
- To take responsibility for the delivery of services encompassing the student record lifecycle journey, from registration through to assessment and on to awards.
- To support the Assistant Academic Registrar with analysis of new academic, administrative, and external policies to understand the impact on the student records system and what developments may be required.
- To carry out oversight of teams in the delivery of Academic Registry services, including maintenance and updating of UEL's courses and student administration processes.
- To proactively communicate system changes/upgrades/process improvement to all stakeholders across UEL, identifying training needs and providing the necessary support to remove any risk of failure.
- To lead on the building, embedding and maintenance of a continuous approach for all student records system processes, policies, and procedures within the remit of Academic Registry.

Planning and Organising

- To review and redesign as required, solutions, project and implementation planning for complex IT and business change projects with multiple demands and often competing timescales.
- To carry out day-to-day oversight of Systems and Courses administration workloads and priorities.
- To ensure that output of processes via UEL's student-facing webpages (and other applicable media) are up-to-date and accurate.
- To support critical UEL processes or key initiatives across Academic Schools and Services, whilst delivering in-year core support and maintenance of the student records system.
- To work closely with IT Services to support the planning and management of the business implementation of new functionality from suppliers.

- To support the Strategic Planning team with the preparation of statutory returns student and courses data, like HESES/HESA. Through design and delivery of exception-checking reports and other data checks.
- To work closely with IT Services to increase the integration of the student records system with other systems, such as Finance, Timetabling and CRM.

Service Delivery

- To effectively recruit and manage staff, implement effective professional training and staff development activities as appropriate, ensuring that UEL principles and procedures of staff employment are implemented within your team set-up.
- To effectively manage student records systems related projects and process improvements.
- To support the Senior Leadership Team in the development of student records lifecycle management processes, including course approval and set-up through to assessment and awards.
- To manage and deliver an institution-wide schedule of routine data integrity checks.
- To deliver workshops and training events related to student records systems.
- To ensure that any information and records processed on behalf of UEL are managed in compliance with applicable regulations and legislation, codes and policies, providing relevant advice, guidance and training for staff as required.
- To build good working relationships with internal and external stakeholders to support the maintenance and enhancement of UEL's student records system.

Additionally, the post holder will be expected to support the wider activities of the Academic Registry and University, including:

General

- Membership of the Academic Registry Senior Managers Team, proactively participating in its meetings.
- Leading and/or representing Academic Registry on committees/panels/working groups as required.
- Participating in Assessment Boards, in role likes quality representative.
- Being actively engaged with sector groups and proactively proposing and implementing change within UEL, based on the best practice and external intelligence gained.
- Adopting and demonstrating behaviours aligned to UEL's values.
- To work in accordance with UEL's Equal Opportunity and Data Protection Policies.
- To deputise where appropriate (internally and externally) for the Assistant Academic Registrar and to undertake any other duties as may be reasonably required.

PERSON SPECIFICATION

EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS
Essential criteria:

- First Degree or equivalent (A/C)

KNOWLEDGE AND EXPERIENCE
Essential criteria:

- Knowledge of UK Higher Education Academic Registry Practices and Services (A/I)
- Proficient in the use of SITs and/or Dynamics (A/I)
- Substantial experience of working with, developing, and implementing university student records systems (T/A/I)
- Experience of taking forward initiatives designed to improve the student records systems (A/I)
- Experience of interrogating large data sets to widen understanding, monitor data quality and inform strategy for proposing change (T/A/I)
- Knowledge and experience of HESA, Student Loans Company and Tier 4 regulations (A/I) Awareness and understanding of data protection, freedom of Information and consumer rights legislation (A/I)

PLANNING AND ORGANISING
Essential criteria:

- Experience of planning, prioritising, and organising team tasks and staff to meet deadlines and service deliverables (A/I)

Desirable criteria:

- Experience of budget management (A/I)

TEAMWORK AND MOTIVATION
Essential criteria:

- Experience of leading a team with a flexible approach to delivering results. (A/I)
- Experience of engaging staff from other services to support service objectives (A/I) Actively contribute to building team morale. (A/I)

COMMUNICATION

- Experience of influencing staff at all levels to apply policies and procedures or to comply with legislation (A/I)
- Ability to receive, understand and convey complex information that needs careful explanation or interpretation e.g. procedures or regulations (T/A/I)
- Experience of designing and implementing policy (A/I)
- Ability to engage a wide range of staff through training and working groups (A/I)
- Proactively working with others to achieve institution objectives (A/I)

LIAISON AND NETWORKING
Essential criteria:

- Experience of working across team boundaries to build and strengthen working relationships and systems. (A/I)

- Engagement in external networks to enhance internal practices (A/I)

SERVICE DELIVERY
Essential criteria:

- Experience of monitoring service delivery and quality (A/I)
- Experience of exploring and seeking ways to improve and adjust levels and quality of service (A/I)

OTHER ESSENTIAL CRITERIA:

- Excellent attention to detail (T)
- Commitment to provide equal opportunity in a diverse and multicultural environment (A/I)
- Commitment to UEL's vision and values (A/I)
- Willingness to work flexible hours at peak periods as necessary to get the job done (A)
- A willingness to accept travel between university sites and occasional travel off-site (A)

Criteria tested by Key:
A = Application form
C = Certification
I = Interview
T = Test
P = Presentation