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| **Job Title:** | Registry Partnerships and Apprenticeships Officer |
| **School / Service:** | Academic Registry |
| **Salary:** | Starting from £34,663 including London Weighting |
| **Grade:** | D |
| **Location:** | Docklands and other UEL campuses |
| **Liaison with** | **Internal:** Academic Registry Teams, Academic Partnerships Office, School Staff, Student and Academic Service Staff, all UEL internal services  **External:** Academic Partnerships, administrative staff, professional and validating bodies, external examiners, external agencies as applicable |
| **Contract type** | Permanent |

Build your career, follow your passion, be inspired by our environment of success **#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 6 of our ground-breaking 10-year Vision 2028 strategic plan, orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**JOB PURPOSE**

The post holder will work within the Academic Registry with the primary purpose of providing agile administrative support to UEL’s partners and partnerships and apprenticeship students. The post holder will be responsible for supporting and managing all administrative tasks relating to academic registry services for partnership and apprenticeships.

It should be noted that a job description is not an exhaustive list of activities, and employees may be asked to carry out other duties commensurate with the grade of the post. The job description may also be amended to take account of changed circumstances, and employees will be consulted when this is necessary.

The post holder will work as part of a multi-disciplinary team to ensure the delivery of a high performance, resilient service which conforms to both institutional and statutory standards. The role holder will be an integral part of the Registry Team and will be required to work closely with colleagues across the institution to deliver a professional and adaptive service. The post holder will be expected to form strong working relationships with key stakeholders across the University to ensure processes and systems are continuously aligned with business and statutory requirements.

**KEY DUTIES AND RESPONSIBILITIES**

**The following are the main accountabilities for the job. This list is non-exhaustive and other duties commensurate with the grading of the job, may also be assigned to suit as the University needs require.**

**Communication:**

* To develop and maintain strong working relationships with the Academic Partnership Office (APO) and Employer Partnership Office (EPO), academic colleagues, team members and other professional service teams as necessary to ensure smooth and effective service delivery.
* To act as first point of contact within Academic Registry for partnership administration and liaison with relevant services and schools linked to partnership management.
* To assist and liaise with Academic Link tutors where possible and within reason to support the Academic Registry Functions.
* To work collaboratively with APO across all campuses to resolve partnership student queries.

**Administrative:**

* Under the supervision of Head of Registry Partnerships & Apprenticeships Team & Registry Partnerships & Apprenticeships Manager work with the APO and EPO, Registry service leads, partnership service administrators and other stakeholders to support the work of partnership and administration management.
* To undertake the timely and accurate retrieval of data using the SITS Database (DELTA) and analytics software such as PowerBi and ensure that it is shared in compliance with statutory regulations.
* To administer termly audit checks of partnership data and information to ensure that changes are reflected on the student record system (SITS), as well as managing the list of 'live' partner courses.
* To manage dedicated mailboxes for the partnership courses and to ensure that requests and queries are responded to in a professional and timely manner.
* Support the enrolment and re-enrolment of partner and apprenticeship students.
* To provide staff and students on the partnership and apprenticeship courses with information on accessing University Services, if applicable.
* To provide accurate information on policies and regulations.
* Establish detailed processes, including workflows and roles and responsibilities, for the administrative support provided to partnership and apprenticeship students.
* To help manage partnership and apprenticeship academic calendars that sit outside the normal institutional calendar. Working with Registry colleagues in managing the Registry Business Calendar.
* Ensure the collaborative partners work within the University’s Quality Assurance and Enhancement processes.

**Student Records:**

* To undertake the timely and accurate inputting of relevant partnership and apprenticeship information on to the student record system (SITS) where applicable, including attaching students to modules and actioning student course change requests.
* To be familiar with the professional accreditation requirements Apprenticeship courses delivered, devising, and implementing specific processes and procedures where relevant.
* To support an efficient process of creating and updating accurate student records, to allow for enrolment of returning students and effective updates of data on records.
* To coordinate responses to student/Partner requests for amendment of the student record, explaining the impact of any such changes and advising on relevant policy, including UEL Regulations, accrediting bodies, and those of the Student Loans Company

**Courses and Systems:**

* The running of error reports and rectifying these for data validity, to include contributing to the checks and balances of course and module data ready for enrolment, module diets and assessment readiness.

**Assessments:**

* To provide administrative support for the partnership moderation process working collaboratively with the Academic Link Tutor and External Examiners under the direction of the Head of Partnerships and Apprenticeships.
* To assist with partnership and apprenticeship assessment and progression boards leading to the issuing of transcripts and certificates for partnership and apprenticeship students.
* Contribute to the production of Assessment reports and data to share with partners for confirmation and/or amendments prior to Assessment Boards.
* Support partners with the Web Mark Entry (WME) process and entry/upload of Marks where applicable
* To assist in managing progression decisions and Chairs Actions post board.

**Other:**

* To work across teams and UEL campuses in support of business needs and to undertake other work as may be required., including occasional evening and weekend work, such that it is commensurate with the grade of the post.
* Willing to travel off site and in some instances travelling abroad.

**KNOWLEDGE, SKILLS, AND EXPERIENCE**

* Experience of using information technology including MS Office (including Excel) and databases
* Knowledge and experience of student administration
* Experience of planning, prioritising and organising your own work or resources and proactively working with others to achieve team objectives
* Experience of being supportive and encouraging of others, with a flexible approach to delivering team results
* Experience of exploring and seeking ways to improve and adjust levels and quality of service
* Excellent attention to detail

**COMPETENCIES REQUIRED**

* Ability to receive, understand and convey complex information that needs careful explanation or interpretation e.g. procedures or regulations
* Experience of working across team boundaries including networking to build and strengthen working relationships and systems
* Commitment to provide equal opportunity in a diverse and multicultural environment
* Commitment to UEL’s vision and values
* Willingness to work additional hours at peak periods as necessary to get the job done
* A willingness to accept travel between University sites and occasional travel off-site

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

**Essential criteria:**

* A Level or equivalent qualification

**Desirable criteria:**

* Degree level or equivalent qualification

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

So, if you’d like to take your career to the next level with us here at the University of East London and are passionate about our environment and commit to success, we want you to apply today!