

**JOB DESCRIPTION**

**Job Title:** Registry School Academic Officer

**Grade** D

**Service**  Academic Registry

**Campus:** Across sites

**Responsible to:** Registry School Services Manager

**Liaison** **with**: Academic Registry colleagues, Academic Staff, Staff in related professional service areas and other UEL services and external agencies

**JOB PURPOSE**

To provide agile administrative support for teaching and learning within the School relating to the student record. The post holder will be allocated a portfolio of academic courses across both undergraduate and taught postgraduate levels. Responsible for crafting a welcoming environment to ensure reliable support for team members.

As part of a centralised service the post holder will act as the interface between the School’s academic staff and the Academic Registry, developing and maintaining strong working relationships with academic colleagues, team members and other professional service teams as necessary to ensure smooth and effective service delivery**.**

**MAIN DUTIES AND RESPONSIBILITIES**

* Act as first point of contact for Course Leaders and Module Leaders.
* Under the supervision of the Registry School Services Manager, work with the Heads of Department, Course and Module leaders to collate and build timetabling requirements in liaison with the central timetabling unit.
* Use specialist knowledge of course delivery to identify and resolve timetabling issues.
* Undertake ad-hoc timetabling requests.
* The timely and accurate retrieval of student record data.
* Providing the central student records team with a module diet for each course in their portfolio, ensuring QAE and PSRB compliance.
* Processing termly audit checks of student and course data e.g. Module assessment patterns, Course/Module Leader information, ensuring that changes are reflected on the student record system (DELTA).
* Input Academic Advisors on to each student record.
* Undertake the timely and accurate inputting of student groups under the direction of the Course Leader onto each student record.
* Administer local academic misconduct processes within the School.
* Provide accurate information on School/University policies and regulations.
* Guidance on accessing relevant UEL Services.
* Support assessment and progression boards as directed by the Registry School Services Manager in collaboration with the Assessment Unit.
* Assist the Registry School Services Manager and the Head of Registry School Services with local/school-based inductions for new staff both academic and administrative.
* Co-ordinate the accredited prior learning (certificated/experiential) process and committee servicing if required.
* Support the Chair of the School Research Ethics Committee, forecasting activities for the coming year, preparation of committee documentation, managing the dedicated Moodle page, taking minutes and annotating information relayed to students if required.
* Liaise with Collaborative Partners and complete an annual report of Ethics activities.
* Work collaboratively with the Student Hub and School academic staff to resolve student queries.
* Provide administrative support for the assessment moderation process if required.
* Assist Course Leaders with the registration of students with professional bodies, including where necessary extracting data from the student record system (SITS) and liaising directly with the PSRB.
* Ensure that all data dealt with in the course of this role is stored and shared in compliance with statutory regulations.
* Manage dedicated mailboxes for the allocated portfolio of courses and to ensure that requests and queries are responded to in a professional and timely manner.
* Work across teams and sites in support of business needs and to undertake other administrative work as may be required from time to time, such that it is commensurate with the grade of the post such as welcome week, examinations and graduation.
* Contribute to short term service improvement projects under the direction of the Registry School Services Manager.
* Willingness to work flexibly and additional hours during peak periods to meet business goals.
* Work in accordance with and promote UEL’s Equality and Diversity policies
* Any other duties commensurate with the grade of the position as required by the Registry School Services Manager.

**PERSON SPECIFICATION**

**EDUCATION QUALIFICATIONS AND ACHIEVEMENTS:**

**Essential criteria**

Educated to A level standard or equivalent (A/C)

**Desirable criteria**

Degree or equivalent (A/C)

**KNOWLEDGE AND EXPERIENCE:**  
**Essential criteria**

Substantial administrative experience (A/I)

Minute-taking skills (A/I)

**Desirable criteria**

Experience in HE/FE administration (A/I)

Use of computerised student information systems, E.g. SITS (A/I)

**SKILLS AND ABILITIES:**

**Essential criteria**

Excellent IT Skills including experience of databases (A/I/T)

Accurate in attention to detail (A/I/T)

**COMMUNICATION**

Ability to receive, understand and convey information that needs careful explanation or interpretation e.g. procedures or regulations (A/I)

**SERVICE DELIVERY**

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

**PLANNING & ORGANISING**

Experience of planning, prioritising and organising your own work or resources and proactively working with others to achieve team objectives (A/I)

**TEAMWORK & MOTIVATION**

Experience of being supportive and encouraging of others, with a flexible approach to delivering team results. Actively contribute to building team morale (A/I)

**INITIATIVE AND PROBLEM SOLVING**

Experience of using initiative and creativity to resolve problems, identifying practical and suitable solutions. (A/I)

**OTHER ESSENTIAL CRITERIA**

Commitment to and understanding of equality and diversity issues within a diverse and multicultural environment (A/I)

Willingness to work flexible hours including evenings and to travel to other local campuses for training, where necessary (A/I)

**Criteria tested by** **Key:**A = Application form  
C = Certification

I = Interview  
P = Presentation  
R = Research papers  
T = Test