

Registry Administrator (1.0 FTE)
Registry
Permanent

The Role

Job Title: Registry Administrator

Location: Registry Office, The Glasgow School of Art campus

Reports to: Registry Team Leaders

Purpose: Providing administrative support in the Registry Team, this post has a wide range of duties including: responding to enquiries received by email, phone and in person; assisting with admissions to first degree, postgraduate taught and research programmes; organisation of student enrolment and graduation; content management of information on the Registry intranet pages and other online platforms, ensuring they are accurate and up-to-date; assist with the return of marks from student assessment and organisation of examination boards; assist in maintaining accurate records required for UKVI Student Visa compliance; co-ordinate responses to student requests made via the student portal.

Key Accountabilities

- Communicate with enquirers, applicants, students, GSA academic and support staff and external contacts, offering guidance and applying specialist knowledge as required relative to the Registry remit. This will include, for example, admissions, enrolment, graduation, examination boards and assessment, fee status and UKVI compliance;
- Play an active role in the organisation and co-ordination of key Registry team responsibilities such as enrolment and graduation;
- Co-ordinate data collection returns to relevant external bodies such as SFC, SLC and Glasgow City Council on related student status and financial matters, as relevant;
- Using knowledge and expertise of admissions and registry operations and systems to ensure students' digital records are accurate and complete, resolving any issues as they occur;
- Ensure the content of the Registry GSA web and intranet pages are kept up-to-date and accurate;
- Co-ordinate and communicate changes to student status, submissions of good cause and appeals, and other matters related to student records;
- Fulfil requests for student status letters, transcripts, feedback etc. as and when required;
- Regularly assess operational needs relative to your role, alerting Registry Officers of any concerns and advising of possible solutions;
- Become familiar with the responsibilities of other Registry staff and Registry procedures, so that students, staff, and external partners receive accurate and prompt information;
- Undertake relevant projects and duties as required.

Person Specification

Experience and knowledge

- HND or equivalent qualification;
- Relevant administrative experience preferably in a student records and/or admissions office environment;
- Experience of using databases and understand the importance of accuracy of information;
- Experience of dealing with a wide range of enquiries by email, phone or in person;
- Experience in assisting in the compilation annual statutory returns, such as the HESA student return;
- Experience in managing editorial content and documents within web-based systems;
- Experience or an understanding of HEI process and procedures relative to admissions, student record maintenance;
- Knowledge of the requirements necessary to apply for a Student Visa to enter the UK;
- Knowledge of the different funding bodies currently in place for students wishing to study in Scotland, whether from Scotland, the Rest of the UK, or overseas;
- Understand current Data Protection regulations, particularly in relation to sharing of personal & sensitive data;

Skills and Personal Attributes

- Being able to work and contribute in a team environment and understand the importance of each individual's contribution;
- Be able to demonstrate the ability to prioritise and manage personal workload;
- Be able to adapt quickly to changing priorities and be willing to assist others when required;
- The ability to liaise productively with several, and sometimes competing, stakeholders;
- Demonstrate attention to detail to ensure accuracy of information;
- Be able to adapt quickly to using new systems and technology;
- Excellent written and verbal communication skills to a wide range of audiences.

Terms and Conditions

Contract Permanent

Probationary Period It is recognised that there is an inevitable 'settling in' period in any post. The probationary period is therefore an opportunity for the employee to fit within the culture of the School. It should also be determined during this time whether the job is in line with expectations as expressed in pre-appointment discussions, interview and as set out in the Job Description. The probation period for this role is 6 months.

Salary Grade 4 £27,344 - £30,505 per annum, pro rata

Hours 35 hours per week

Holidays	35 days plus 11 statutory holidays per annum
Notice Period	1 month
Pension	Option to join Strathclyde Local Government Superannuation Scheme