

Registry Administrator (1.0 FTE)

Permanent

The Glasgow School of Art

The Glasgow School of Art (GSA) is one of Europe's leading independent university-level institutions for the visual creative disciplines. Our studio-based, specialist, practice-led learning and research draws talented individuals with a shared passion for visual culture and creative production from all over the world.

Originally founded in 1845, today we have 2150 students studying across architecture, design, digital, fine art and history and theory. As we develop new academic programmes and enhance our areas of expertise and inter-disciplinarity, our ambition towards 2018 is to continue to grow our student community in Glasgow to our 25% target, and continue to grow our research profile and campuses in Singapore and the Scottish Highlands and Islands. Our internationalisation strategy is embedded across our academic programmes and research, connecting the GSA with some of the world's leading universities and specialist higher education institutions.

Recognised by the Scottish Funding Council as an independent, specialist institution the GSA is an important and integral part of Scotland's higher education provision. Working in partnership with universities across Scotland and the UK, our degree programmes are validated by the University of Glasgow. The University of Glasgow has validated our programmes since 1992 and whilst the Senate of the University has ultimate responsibility for the awards, there is maximum delegation to the GSA for its own quality assurance procedures. The School, through its Academic Council, is also responsible for the development, monitoring, evaluation and updating of its academic framework.

Our 185 academic staff, 80% of which are research active, form a strong creative community united in the ambition to see GSA positioned as a global leader in studio based research and teaching, transforming thinking by developing creative approaches with new audiences, locally, nationally and internationally. As one of the UK's largest and most intensive research communities for the visual creative disciplines, GSA's research activity is clustered into the following interdisciplinary themes:

- Architecture, urbanism and the public sphere
- Contemporary art and curating
- Design innovation
- Digital visualisation
- Education in art, design and architecture
- Health and wellbeing
- Material culture
- Sustainability

Moving forward GSA has ambitious plans to develop its research profile further through internal collaboration and new partnerships with National and International Organisations. We recognise the distinctive contribution made by visual creative disciplines within the rapidly growing interdisciplinary research agenda and seek to position GSA as a global leader in this field. This will involve development and mentoring of GSA's own research talent, recruitment of the best new staff, the securing of higher levels of external research funding to support research projects and further growth in the scale and activity of GSA's PhD community.

While we are firmly rooted in Glasgow, one of Europe's leading creative cities, we are international in outlook with one of the UK's highest percentages of international students and one of Scotland's largest percentages of students from the rest of the UK. Over the last five years over £65 million has been invested in our estates including the recently opened Reid Building. Further investment is currently being planned which will create a cohesive creative campus with the iconic Mackintosh Building at its core.

We have a total income of over £30m, and our aim is to cultivate conditions in which the GSA can continue to achieve great things through what we do, with whom we do it and through creative approaches build on our existing strengths and distinctive assets, in order to:

- Achieve excellence and leadership in student-centred studio-based learning
- Engage with new audiences through inter-disciplinary research
- Extend our global reach and creative engagement
- Be a robust and efficient institution – maximising our resources and our potential

The Studio

Our studio-based approach to learning and innovation has particular relevance in the 21st Century. The place of the studio in creating the environment for inter-disciplinarity, peer learning, critical enquiry, experimentation and prototyping can help to address many of the grand challenges confronting society and contemporary business. It provides space to bring disciplines together, exploring problems in new ways to find innovative solutions. Studio is at the heart of our pedagogy, how we work and how we engage with others.

The Role

Job Title:	Registry Administrator
Location:	Academic Registry Office
Reports to:	Head of Academic Registry
Purpose:	Registry Administrators play a key role in ensuring the team fulfil its wide and varied remit. This will include managing enquiries; postgraduate and undergraduate admissions including the provision of feedback; student enrolment; graduation; provision of statutory returns and statistical reports including student status returns for SLC and Glasgow City Council; programme approval and review; committee management including examination boards; co-ordination of external examiner appointments, visits and reporting; UK Visas and Immigration compliance for international students; management of appeals and student disciplinary matters.

Key Accountabilities

- Using knowledge and expertise of admissions and registry operations and systems ensure students' digital records are accurate and complete, resolving any issues as they occur;
- 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 admissions, enrolment, graduation, exam 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;
- Liaise with the GSA Finance Office in relation to student tuition fees;
- Play a role in the appointment of external examiners and co-ordination of the return of their reports;
- Co-ordinate and communicate changes to student status, submissions of good cause and appeals, and other matters related to student records following written policies and procedures;
- 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 and to enable staff cover;
- Undertake relevant projects and duties as required.

Person Specification

Experience and knowledge

- HND or equivalent qualification;
- Relevant work experience in a student records and/or admissions environment;
- Knowledge and experience of using student records and/or admissions systems;
- Experience of dealing with student enquiries by email, phone or in person;
- Experience or thorough knowledge and understanding of HEI process and procedures relative to ensuring admissions, academic quality assurance and committee management;
- Knowledge and understanding of UK Visas and Immigration Tier 4 Points Based System;
- Understanding of the different funding regimes and fee assessment criteria for studying in Scotland, the Rest of the UK, EU and overseas.

Skills and Personal Attributes

- Demonstrably strong analytical and interpersonal skills;
- Demonstrably strong understanding of the interface between central administration and academic departments;
- Ability to work independently and in a team to prioritise competing demands ensuring continued delivery across several functional areas;
- Ability to liaise productively with several, and sometimes competing, stakeholders;
- Good presentations skills.

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 six months.
Salary	Grade 4 £22,494 - £25,298 per annum
Hours	35 hours per week
Holidays	30 days plus 11 statutory holidays per annum
Notice Period	1 month
Pension	Option to join Strathclyde Local Government Superannuation Scheme