

**Registry Administrator
2 Full Time Posts (1.0FTE)
Permanent**

The Role

Job Title: Registry Administrator

Location: Academic Registry Office

Reports to: Head of Academic Registry

Purpose: Providing administrative support in the Academic 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; provision of statutory returns and statistical reporting; co-ordination of external examiner appointments and return of associated reports; content management of information on the Academic Registry web-pages 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 Tier 4 student 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 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;
- 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 Academic Registry web pages is kept up-to-date and accurate, including associated policies and procedures.
- 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.;
- 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 a wide range of enquiries by email, phone or in person;
- Experience in providing statistical reports using management information software;
- 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 thorough knowledge and understanding of HEI process and procedures relative to 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;
- 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 six months.
Salary	Grade 4: £23,334 – £26,243 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