

Description and Person Specification
Academic/Professional Services Staff

Job title: Registry and Assessment Officer

Department: Registry

Pay Band: C

Line Manager: Assessment and Awards Manager

Role Purpose:

To ensure the efficient management of the assessment process for courses delivered at Ravensbourne, ensuring all assessments are processed in a timely and efficient manner, with attention to detail and providing the highest level of customer service.

To be a first point of contact for Regulation and Assessment queries at Ravensbourne.

To maintain and develop the administrative processes and update the Student Records System to ensure they are accurate and complete

Ensure that the timely publication of assessment results for all Assessment Boards happens in a timely appropriate manner.

To co-ordinate auditing activity of all student and course data in the student record systems (SITS) to ensure its accuracy and completeness.

To work co-operatively and flexibly within the Registry Team, adopting best practice and providing cover when required.

To proactively engage with Ravensbourne and Partner academics and professional staff, across a range of levels, in the smooth running of the student's progression and completion of their course.

Actively manage Studenty Loans Company database by keeping it aligned to the students' academic journey at the University.

Support where needed other activities within Registry such as but not limited to enrolment and registration activity, assessment management, Graduation and other corporate events as required.

Duties and Responsibilities:

To manage student assessments and progression efficiently and effectively, ensuring all students are dealt with in a professional and timely manner.

Administrate the delivery of timely and accurate information to Assessment Boards, including the production of Board reports and to take minutes at the Board. Organising and checking assessments have been submitted in a timely manner, and that all grades are entered onto the Student Record System. Co-ordinating the logistics of meeting set up, agenda generation and invites, working closely the Chair of the Boards.

To ensure that transcripts and diploma supplements are prepared and sent to each graduand, and certificates produced and distributed in a timely manner. To ensure in year transcripts are sent to students after each assessment board.

Assisting and driving the development and enhancements of the Student Records System for the next academic session.

Conduct regular audits of student data on SITS, (re)solving any errors or inaccuracies in that data. Where student data is incomplete engage with relevant parties to retrieve data and enter on SITS.

To lead on the Extenuating Circumstances process, ensure that decisions are made in line with university regulations and students and key stakeholders are informed of outcome decisions in a timely manner.

To co-ordinate and ensure UKVI compliance are notified of any changes to a sponsored student's progression.

Process "change of study" requests, ensuring all student records are updated accordingly and student/key stakeholders are formally notified.

To manage and maintain the student loans company data base ensuring students records are confirmed for new and returns students so their loans can be released in a timely manner. Ensure the Student Loans database is kept up to date with student interrupts, withdrawal, changes to courses and general maintenance. This must be carried out in close liaise with the Ravensbourne Finance team.

Ensure the Student Loans Company CMS is annually rolled over, newly validated courses are added, and withdrawn courses are removed. This task must work closely with the student Finance team.

Supporting the production of student semesterly data and statistics, working closely with the Student System Team.

To support. advise and guide academic and administrative staff on current assessment processes, policies and procedures from Ravensbourne regulations.

Support the student enrolment and registration processes as directed by the Assessment and Awards Manager.

Ensure all Registry forms and advice & guidance provided to students and university colleagues on the Registry internet is up to date and complete.

Support core University events and/or activity, such as Graduation and Registration, as directed by the Assessment and Awards Manager.

Ensure all Registry email boxes are managed efficiently and effectively. Responses are of a high standard and customer service focused and delivered in a timely manner.

General:

Work within Ravensbourne's Code of Conduct and other Rules

Comply with all legislative, regulatory and policy requirements (e.g. Finance, HR) as appropriate

Carry out the policies, procedures and practices of Health & Safety in all aspects of the role

Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne's work, and show commitment through everyday practice in the role

Work in accordance with, and promote Ravensbourne's environmental sustainability policy and practices

Works continuously to improve individual knowledge, skills and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate

Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness

Perform such other duties consistent with the role as may from time to time be assigned, collaborating fully with others to get the work done and Ravensbourne's objectives achieved.

Key working relationships:

- Assessment and Awards Manager
- Student Enrolment and Records Manger
- Registry Team Members
- Students and Graduates
- Course Leaders and Heads of Department
- Academic Operations Team
- Finance Team
- Student Services
- UKVI Team
- Student Loans Company

Resources Managed

- Budgets: NA
- Staff: NA
- Other: NA

<u>Knowledge and Experience</u>	Essential	Desirable

<p>Education</p> <p>Educated to Degree Level or equivalent.</p>	✓	
<p>Professional qualifications/experience</p> <p>Maintains, develops and applies comprehensive knowledge of all aspects of the student records system (SITS) in ways that are proportional to Ravensbourne's nature, scale and complexity, and retains that knowledge and its application up to date and relevant.</p>	✓	
<p>Higher Education knowledge</p> <p>Knowledge of a Higher Education, Registry, and general Higher Education experience.</p>	✓	
<p>Knowledge</p> <p>SITS specific, training, expertise and practical experience, detailed knowledge of a Higher Education Academic Registry and general HE experience.</p>	✓	

Core Personal skills abilities and behaviours	Essential	Desirable
<p>Communication</p> <p>Communicates clearly orally and in writing. Builds and maintains effective relationships openly and honestly, respond well under pressure. Ability to use every medium appropriately and with consideration for the intended audience, enabling the messages to be easily understood and able to be acted upon.</p>	✓	

<p>Organising work</p> <p>Organises work for optimum effectiveness, using all the resources, tools and methods available, so that the objectives of the role, team and organisation are met.</p>	✓	
<p>Using IT</p> <p>Makes optimum use of appropriate digital technology and IT systems in all aspects of the role, particularly the ability to operate in a Virtual Learning Environment</p>	✓	
<p>Team working</p> <p>Works collaboratively and harmoniously with the wider SITS user community. Working as part of Registry and wider central teams at Ravensbourne</p>	✓	
<p>Customer focus and service</p> <p>Understands the relationship between provider and customer, and the expectations of the recipient of a service. Can identify all such relationships in which they are involved, and with an attitude of mind that places the needs of the customer first, provides a service that fully satisfies them.</p>	✓	
<p>Problem solving and decision making</p> <p>Anticipates, where possible, problems or issues and deals with them creatively and constructively, reaching a rational decision for dealing with the problem or issue, one that is capable of practical implementation.</p>	✓	
<p>Future focussed and change-ready</p> <p>Understands their current position in the broader environmental context and is receptive to, and open minded about, change, enabling them to respond positively and creatively to changing circumstances and requirements within the Student Records System.</p>	✓	

<p>Numeracy and Statistics</p> <p>Understands, uses and presents numerical information clearly and accurately, according to the requirements of the task in hand.</p>	✓	
<p>Service Knowledge and its application</p> <p>Maintains, develops and applies comprehensive knowledge of all aspects of the service in ways that are proportional to Ravensbourne's nature, scale and complexity, and keeps that knowledge and its application up to date and relevant.</p>	✓	
<p>Professional context</p> <p>Develops and maintains an understanding of how developments in the professional, legal, regulatory and educational contexts impact upon own role specifically, and Ravensbourne more generally</p>	✓	

Our Values

Connection: We value what happens together and we collaborate to achieve our collective goals.

Dynamism: We embrace every opportunity to adapt and optimise.

Inclusion: We celebrate our diversity, and we embrace difference as a source of strength.

Professionalism: We aim for quality in everything we do and take pride in our work.

