

Description and Person Specification
Professional Services Staff
Job title: Registry Administrator
Department: Registry
Pay Grade: 1
Line Manager: Assessment and Awards Manager
Role Purpose:

To work with and support the Registry and Assessment Officers and Assessment and Awards Manager with the effective and efficient running of Registry, including but not limited to providing letters and documents for students; preparing for Assessment Boards; supporting the Extenuating Circumstances process, updating and maintaining student and course data in the Student Records Data base (SITS), assisting with Enrolment and Graduation, do work received in a range of Registry mailboxes and general Registry duties. To provide student letter and validate student applications to Transport for London.

Duties and Responsibilities:

To support the team in managing the SITS data basis in relation to assessment board data and student progression during an academic year.

Support and maintain the processing of Extenuating Circumstance applications so quick and informed decisions can be made.

Assist the Registry and Assessment Officer(s) in the preparation of board papers, agendas and minutes for the Assessment Boards.

To work extensively across the range of Registry email boxes, dealing and responding to queries as allocated by senior managers in the Registry team.

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.

Validate and provide written confirmation for student applications to Transport for London.

Process documentation requests from students, staff and external parties.

Provide advice to students on Regulatory or Registry matters, such as but not limited to enrolment, assessments, extenuating circumstances, award calculation and graduation.

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

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
- Statutory Returns and Academic Data Manager
- Registry Team Members
- Students and Graduates
- Course Leaders
- Academic Operations Team
- Student Services
- UKVI Team

Resources Managed

Budgets: NA

Staff: NA

Other: NA

<u>Person Specification</u>		
Customer focus and service Understands the relationship between provider and customer, and the expectations of the recipient of a service. Is able to 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.	✓	
Customer focus and service Understands the relationship between provider and customer, and the expectations of the recipient of a service. Is able to 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.	✓	
Team working Works collaboratively and harmoniously within the team and more widely with all significant others to get the job done, to the satisfaction of all those involved.	✓	
Communicating and relating to others Communicates clearly orally and in writing, and in relating to others builds and maintains effective relationships openly and honestly, using every medium appropriately and with consideration for the audience, so that the messages (both ways) are understood and able to be acted upon.	✓	
Organising work 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	✓	
Using IT 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		

	✓	
Problem solving and decision making Anticipates 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	✓	
Future focussed and change-ready 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.		✓
Numeracy and Statistics Understands, uses and presents numerical information clearly and accurately, according to the requirements of the task in hand.	✓	
<u>Professional and Administrative knowledge and know-how</u> Service Knowledge and its application 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		✓
Professional context 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	✓	
<u>Professional and Administrative service delivery, systems and</u>		

<u>processes</u> Delivering the service Delivers the service, or that part of it as specified in the role description, to the standards required, and contributes to its continuous improvement	✓	
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<u>Knowledge and Experience</u>	Essential	Desirable
Education Must have at least 5 GSCE's to include Maths and English or equivalent Higher Education knowledge	✓	✓
Equality, Diversity & Inclusion Inclusion: We celebrate our diversity, and we embrace difference as a source of strength.	✓	
Organisational Values Connection: We value what happens together and we collaborate to achieve our collective goals. Dynamism: We embrace every opportunity to adapt and optimise. Professionalism: We aim for quality in everything we do and take pride in our work.	✓	

This Job Description may be reviewed, and duties amended aligned with Ravensbourne's requirements, any changes will be made in collaboration with the postholder.

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.

