



Job title	Registry and Academic Affairs Administrator	Job family and level	Administrative, Professional and Managerial, Level 2
School/ Department	Registry & Academic Affairs	Location	One of our Service Centre teams across the Nottingham Campuses, confirmed on appointment.

In Registry & Academic Affairs our mission is to enhance the experience of each University of Nottingham student through the delivery of student and academic services at every significant point on their journey with us. We will enable the University to be an inspiring place that improves lives.

Purpose of role

The Registry & Academic Affairs Administrator role will be based in either a Service Centre, Hub, Faculty or within a School and will deliver services associated with enabling, enhancing and improving the Student experience, providing an agile, flexible, customer focused service.

The role will focus on one of the following areas and will provide essential support for students and colleagues:

- Results, Progression & Award
- Assessment Operations
- Curriculum, Timetabling & Postgraduate Research
- Registration Enrolment & Student Records
- Customer Service & Frontline Services
- Quality & Student Management System
- Global Engagement & Student Immigration
- Reporting, Data & Service Support

As a key contact for your area, you will support the response to a variety of situations and problems and work to resolve them. You will build close working relationships with internal colleagues and demonstrate a consistently high degree of personal responsibility and initiative.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Service Delivery <ul style="list-style-type: none"> ▪ Develop specialist knowledge, skills and advice, and deliver high quality services to a diverse community of students and staff related to the key areas of the student journey, including: <ul style="list-style-type: none"> ○ Enquiries, Events and Admissions ○ Registration and induction ○ Module enrolment 	70%

	<ul style="list-style-type: none"> ○ Student fees, payments and funding opportunities and schemes ○ Attendance monitoring and reporting ○ Student mobility ○ Postgraduate research student administration (from induction through to examination) ○ Assessment and examination delivery ○ Appeals and complaints ○ Progression and award ○ Graduation ○ Curriculum design and review ○ Timetabling ○ Visa support ○ Partnerships and placements ○ External management and operational reporting ○ Customer service optimisation ○ Service quality improvement <ul style="list-style-type: none"> ▪ Receive and respond to enquiries from/to customers, including more complex queries, judging when to forward on to or involve others. ▪ Recognise/understand the impact of incidents arising and raise issues of concern where necessary to ensure appropriate resolution of customer enquires/issues. ▪ Deliver relevant administrative activities in a specific student journey work area, ensuring an excellent customer experience and level of service. ▪ Gather and manipulate routine data so that others can interpret it or incorporate it into their own work. Monitor trends and anomalies within source data, reporting findings accurately and appropriately. ▪ Develop and maintain relevant databases, spreadsheets and filing systems to ensure accurate, up to date, information is accessible to those that require it. ▪ Create documents as work requires. Ensure that confidential data and information is dealt with using discretion and sensitivity. ▪ Relay customer feedback and comments and contribute to proposals for improvements. 	
2	<p>Planning, organising and liaison</p> <ul style="list-style-type: none"> ▪ Plan and prioritise own work activities, responding to work unit requirements, in addition to own responsibilities. ▪ Arrange and/or support internal and external activities/events, collating and recording relevant information/documentation as requested. ▪ Develop a network of contacts throughout own area, identifying who key individuals are, to support own work activities. ▪ Communicate with customers and service users through established/routine connections as own section of work requires. 	10%
3	<p>Teamwork</p> <ul style="list-style-type: none"> ▪ Show sensitivity and consideration to customer needs and feelings. ▪ Have cross cultural sensitivity. ▪ Co-operate with and offer mutual support to colleagues in a work unit, adopting a flexible approach to delivering work objectives. 	10%
4	<p>Personal Responsibilities</p>	10%

	<ul style="list-style-type: none">▪ Work flexibly across Registry & Academic Affairs to ensure peak periods are accommodated and the needs of the department are met at all times.▪ Keep skills up to date and develop competence through learning from colleagues and/or gaining experience of a range of work.▪ Any other duties appropriate to the grade and role.	
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Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ High level of customer service skills. ▪ Good written and verbal communication skills and interpersonal skills. ▪ Good IT skills, including working knowledge of Microsoft Office 365. ▪ Planning and organisational skills. ▪ Ability to use own initiative. ▪ Competent in routine processes and systems to support activities. 	<ul style="list-style-type: none"> ▪
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of assessing and responding to non-routine work/situations. 	<ul style="list-style-type: none"> ▪ Experience and knowledge of at least one of the major components of the student journey (as detailed in the Main Responsibilities section) ▪ Working knowledge of University systems and procedures to enable investigation of issues/problems. ▪ Proven experience in area of specialism (e.g. timetabling). ▪ Experience of using CRM systems.
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Educated to GCSE level, including Grade C or above in English and Maths, or hold vocational qualifications (NVQ 2-3) or equivalent, with some relevant experience. ▪ Or significant experience in related area. 	



The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
- Taking ownership** Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
- Forward thinking** Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.
- Professional pride** Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.
- Always inclusive** Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic

Key relationships with others

