Role profile

<table>
<thead>
<tr>
<th>Job title</th>
<th>Registry &amp; Academic Affairs Manager (Data Integrity Team)</th>
<th>Job family and level</th>
<th>Administrative, Professional and Managerial Level 4</th>
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<tbody>
<tr>
<td>School/Department</td>
<td>Registry &amp; Academic Affairs</td>
<td>Location</td>
<td>UK campuses</td>
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In Registry & Academic Affairs our mission is to enable students to experience transformative learning by managing their academic journey; delivering services to enable them to realise their potential and achieve their goals.

**Purpose of role**

The Registry & Academic Affairs Manager role will be based in Portland Building 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 Reporting, Data and Service Support and will provide essential support for students, colleagues and other professional services.

As a key contact for your area, you will manage a variety of situations and problems, identify the best solutions and resolve them. You will build close working relationships with internal colleagues, Professional Service, Faculty and School staff and demonstrate a consistently high degree of personal responsibility and initiative.

**Role specific requirements**

Elements of greater importance for this role in the Data Integrity team are underlined in the role profile below. In addition it is essential to have experience of:

- Interpreting and analysing large datasets to produce timely and consistent information for reporting with attention given to data quality.
- Performing data joining, scrutinising, transformation and visualisation of data to be used and accessed by colleagues for reporting purposes.
- Tools including the use of Microsoft Office products such as Excel, PowerPoint, Sharepoint and Teams as well as standard products such as Word and Outlook.
- Working with sensitive data and a knowledge of good data handling practices and GDPR.

It is desirable to have experience in the tools used at the University of Nottingham or their equivalents including the Student Record Systems (i.e. Campus Solutions) and data transformation or ETL tools (i.e. Alteryx), Reporting tools (i.e. Tableau), more advanced Microsoft products such as Power Automate.

**Main responsibilities**

(Primary accountabilities and responsibilities expected to fulfil the role)

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<tr>
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<th>% time per year</th>
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<tr>
<td>1</td>
<td>Service delivery and continuous improvement</td>
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Provide 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:

- Enquiries, Events and Admissions
- Registration and induction
- Module enrolment
- 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

Where necessary take action to address and drive improvements to service, implementing changes to maximise service quality and efficiency as and when required.

Interact and consult with colleagues across Registry & Academic Affairs and the University to ensure a distribution of information regarding services and to consult on process, policy or service change.

Act as a main point of contact for escalation and to ensure requests are dealt with in a timely manner.

Support Faculties and Schools and Professional Services in the delivery of student and academic services, ensuring exceptional levels of service and quality, and adherence to University policies and procedures.

Work with academic and professional service departments to plan and deliver student events.

Advise, influence and gain the support of others within Registry & Academic Affairs and the University in order to ensure the delivery of services and implementation of work practices, processes and procedures.

Represent and promote the work of Registry & Academic Affairs and provide specialist input at both internal and external meetings/events to ensure that service issues are appropriately represented.

Keep up to date with University developments and the higher education sector in general to inform service delivery and improvements.

Team management

- Promote a ‘can do’ culture, instilling flexibility, responsiveness and a right first-time approach within and across APM teams.
- Provide advice and support to staff to ensure processes and procedures are expertly delivered.
- Deliver effective resource planning and work allocation, with flexibility to respond and adapt to service demands in accordance with key events and peaks in student activities, for example welcome week, registration, induction, module selection, assessment periods and other academic cycles.
- Ensure professional and quality service standards are maintained and applied within own area of responsibility.
- Lead and manage a team to deliver a range of student administration activities in accordance with key performance indicators and quality standards.
- Collect, assess and distribute work appropriately.
- Recruit, train and develop team members to ensure that individual contributions are maximised.
- Support staff wellbeing and welfare issues, seeking advice in accordance with relevant policies and procedures as required.

### Planning and organising

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<tr>
<th>3</th>
<th>Planning and organising</th>
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<td>▪ Provide effective planning and delivery of the annual cycle of student and academic activities (for example registration, module enrolment, timetabling, assessment, progression and award etc).</td>
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<td>▪ Mobilise the team to respond to operational peaks in demand.</td>
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<td>▪ Develop and monitor team and individual workflow and activity scheduling to meet targets within agreed turnaround times.</td>
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<td>▪ Contribute to and make recommendations for future resource recommendations to meet service needs.</td>
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### Finance and budgetary responsibilities

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<th>5</th>
<th>Finance and budgetary responsibilities</th>
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<td>▪ Monitor a delegated budget under the direction of more senior role holders.</td>
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## Person specification

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<th>Skills</th>
<th>Essential</th>
<th>Desirable</th>
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<td>▪ An effective people manager with the ability to motivate and inspire individuals to perform at their best.</td>
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<td>▪ Operational planning skills, able to prioritise and to schedule workloads in the face of conflicting demands.</td>
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<td>▪ Professional and well-developed interpersonal skills and an ability to communicate at all levels.</td>
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<td>▪ Self-motivated to work on own initiative.</td>
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<td>▪ Able to build effective working relationships and liaise with peer group, management and key stakeholders.</td>
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<td>▪ Ability to work independently and deal with unforeseen problems and circumstances.</td>
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<td>▪ Ability to manipulate and scrutinize large datasets, using initiative to analyse complex information and to solve problems.</td>
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<td>▪ Proven ability to promote excellence in area of expertise through process of review and continuous improvement using the</td>
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| Knowledge and experience | • Experience of planning and progressing work within general guidelines, using initiative and judgement without recourse to others.  
• People and performance management experience, including developing, implementing and achieving targets and KPIs.  
• Experience of providing excellent customer service.  
• Evidence of motivating, negotiating and influencing both individuals and teams.  
• Experience of dealing with highly confidential, sensitive information.  
• Experience of working with and influencing senior management.  
• Experience of working with relevant equivalent data including governance, data quality and data visualisation where appropriate to the role (as detailed in the role specific requirements above)  
• Project management experience.  
• Awareness of developments in higher education that impact on the work of the Registry & Academic Services Team.  
• Knowledge of and experienced in the delivery of services for student and academic activities.  
• Expertise in the tools/systems used at University of Nottingham.  
• Knowledge of:  
  - GDPR  
  - UKVI  
  - Customer Markets Authority  
  - HESA |  
| Qualifications, certification and training (relevant to role) | • A degree qualification and / or proven track record of extensive relevant work experience |
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 always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.

Taking ownership Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.

Forward thinking Driven to question the status quo and explore new ideas, supporting the team to “lead the way” in terms of know-how and learning.

Professional pride Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.

Always inclusive Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.
Key relationships with others

Line manager

Senior Manager - Head of Data Integrity Team

Role holder

Manager - Data Integrity

Key stakeholder relationships

Professional Services

Registry & Academic Affairs

Planning, Performance & Strategic Change