Post Details	Last Updated: 18 January 2023		
Faculty/Administrative/Service Department	Chief Student Officer Directorate		
Job Title	Academic Registrar		
Job Family	Professional Services	**Job Level**	7
Responsible to	Chief Student Officer		
Responsible for (Staff)	c.120 administrative staff, with the following direct reports: Head of OSCAR Head of Academic Quality Services Head of Student Records and Data Process Improvements Manager Head of Assessment and Awards Student Scheduling Manager		

Job Purpose Statement

The Academic Registrar will provide leadership and direction, taking accountability for the development and delivery of high-performing services in Academic Registry, to support the delivery of the aims of the University's Education and Student Experience strategies, within a Directorate covering the entirety of the student journey.

The role holder will hold responsibility for educational administration, timetabling, examinations, assessment and awards, student records, data, quality assurance and standards and activities regarding student Complaints, Appeals and Regulation.

The Academic Registrar is responsible for ensuring that processes are effective and efficient and contribute to an excellent student experience, as measured by students' success at the University and by the student surveys. A significant part of this for the Academic Registry area is supporting academic staff to most effectively manage the teaching of their programmes in ways that are straightforward, connected and support an ethos of continuous improvement and agility.

The post-holder will contribute to the strategic development of the Chief Student Officer Directorate. They will be a member of the CSO's Leadership Team. They will work closely with other members of the Team and fully engage with representatives from the Faculties and Students Union to ensure the development and improvement of the student experience and development of learning and teaching.

Key Responsibilities This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)

1. Ensure strategic service development, innovation, and planning: ensuring the vision of the CSO Directorate and relevant University strategies are implemented through process and teams: placing the student and academic at the heart of the delivery; driving organisational and cultural change focused on an excellent student experience and efficiencies. Measuring outcomes and continuously improving services.
2. As part of the CSO leadership team, foster an integrated, agile and teamwork approach; driving forward University strategy and operations as part of a continued drive for a joined-up student journey.
3. To establish, lead and manage the teams across the Academic Registry portfolio, to include direct staff management, team building, and developing a culture and infrastructure that facilitates an exceptional student experience combined with high service delivery.
4. Ensure that Academic Registry services are comprehensive and inclusive, as well as assuring quality and regulation, supporting the diversity of the student and staff body and contributing towards improved student retention, progression, continuation, and success.

5. Work closely with the Faculties (Associate Deans Education and Directors of Faculty Operations) to ensure that the delivery of academic registry meets the needs of the faculties. To be accountable for the quality assurance, enhancement and delivery of educational administration and student processes within the Schools, ensuring effective prioritisation, efficiencies, in coordination with other areas of professional services and in support of the student experience.

6. To lead on the ongoing improvements and business change through the identification of opportunities and new requirements, including IT-enabled process improvements

7. Contribute to the development of digital assets, particularly ensuring student and curriculum data is understood and maintained appropriately to support both internal use and external reporting. Ensure compliance with relevant legal requirements, including GDPR, UKVI and CMA, and fulfil statutory reporting requirements.

8. Ensure that the impact of Academic Registry is understood, and the services are evaluated and reviewed regularly. Ensure that services adhere to appropriate quality standards and are underpinned by excellent customer services, including through provision of training, support, and communications to staff on matters of curriculum development, process, policy and student data.

9. To be a member of senior University committees and boards; these to include the University Education and Student Experience Committee, and sub-committees, as appropriate.

10. To lead on University-wide projects as directed by the Chief Student Officer.

11. Embody the University's values internally and externally to the organisation, encouraging diversity and inclusion and developing an open and support culture across the services.

N.B. The above list is not exhaustive.

All staff are expected to:
- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:
- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

The strategic direction of Academic Registry is aligned to the University strategy and developed in conjunction with the Chief Student Officer.

The effective management of academic registry services constitute a specific and significant dimension of the student experience evaluated in student surveys, notably as an explicit satisfaction indicator (Organisation and Management) within the National Student Survey and Postgraduate Taught and Research Experience Surveys and assessed in TEF and by the Office for Students.

The role holder is directly responsible for the planning and organisation of a wide range of services and activities that primarily serve to develop, assure, manage and assess all programmes across the University and support the staff to enable effective learning and teaching, with quality standards, often with accrediting bodies, but minimal bureaucracy. The services are equally impactful on the direct experience for students, e.g. timetabling and indirectly in progression and attainment e.g. assessment and awards, etc.

The role holder must be able to establish robust, effective, and efficient policies and processes that meet the needs of the University. They will need to work with staff in Faculties, notably Associate Deans (Education) to ensure that activities undertaken within the teams meet the needs of all academic

programmes, are within the University's regulations, in line with national or professional statutory and regulatory bodies' requirements e.g. the Office for Students (Ofs), CMA, Office of the Independent Adjudicator (OIA), UKVI, etc.

All areas directly contribute to the University's corporate strategy and carry significant reputational risk, internally and externally.

Problem Solving and Decision Making

The postholder has considerable scope for problem solving in individual and multi-faceted cases especially those processes within activities related to academic appeals, misconduct and complaints for which they will be responsible. They act as an escalation point for their teams and are expected to refer to their own experience and expertise to provide guidance or a resolution, Errors in judgement may result in damage to the reputation to the University.

The postholder will apply analytical thinking as well as a high degree of personal initiative, to make appropriate, timely and prioritised decisions, and will be expected to refer to their own experience and expertise to guide staff in the identification of suitable resolutions.

The postholder is expected to apply an in-depth comprehensive knowledge to assess complex or novel issues and to develop appropriate solutions based on sound understanding of changes and developments across the student administration life cycle.

Continuous Improvement

The post holder must be able to establish robust and effective procedures that meet the needs of the University, establishing a culture of customer-service delivery; measuring outcomes and continuously improving services.   They will need to work with staff in Faculties, with Heads across the Directorate and other professional areas to ensure that activities undertaken within the academic registry teams meet the needs of all academic programmes whilst delivering standardisation, are within the University's regulations, in line with national or professional statutory and regulatory bodies' requirements.

The postholder is responsible for leading on ongoing improvements and business change through the identification of opportunities and new requirements, including IT-enabled process improvements.

Accountability

The Academic Registrar will have leadership and management oversight for significant area of the student journey; all areas impact on academic staff development and delivery of their learning and teaching and of student advancement and success.

The postholder has discretion to determine priorities and influence and shape the expenditure of staffing and non-staffing budgets in order to meet current and future needs of the academic registry services and to ensure a cost effective but high-quality operation which is both proportionate and appropriate.

Dimensions of the role

The post holder will lead a team of c. 120 staff: setting objectives, overseeing work and monitoring progress, in order to ensure the delivery of activities to deadlines and high standards expected by students and staff. They must drive results through effective team and individual performance, taking responsibility for establishing clear priorities, service standards and new ways of working, engaging and empowering staff, and ensuring suitable development options are in place to increase capability.

The postholder oversees a staffing budget of c. £4.5m

Supplementary Information

To perform effectively, the post holder must be conversant with new and forthcoming developments within Higher Education through developing external professional networks and have the ability to apply this understanding to their dealings with senior colleagues across the University. The postholder will be expected to apply this external knowledge to process improvements, policy implementation and innovation within the Chief Student Officer Directorate.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.		
Qualifications and Professional Memberships		
Professionally qualified with a relevant degree/postgraduate qualification, plus a significant number of years' relevant leadership experience, or substantial experience and proven success in a strategically important broad function/specialist area. Or: Substantial and extensive vocational experience demonstrating professional development and achievement in a series of progressively more demanding, influential and broad work roles, backed by evidence of deep and broad knowledge of the whole functional work area.	E	

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).	**Essential/ Desirable**	**Level 1-3**
Extensive experience of working in a senior role in a large complex organisation	E	3
Well-developed understanding of Student Administration including Student regulations and procedures relating to students and the implications of non-compliance	E	3
Demonstrable aptitude in forming effective professional relationships and networks and of influencing Senior Management	E	3
Extensive experience of leading and managing a service provision including effective leadership of high impact change projects	E	3
Significant experience of designing and implementing flexible and innovative user-focused solutions that deliver organisational strategy	E	3
Experience and understanding of the Higher Education sector particularly relating to student administration	E	3
Experience of leading and managing areas of compliance and complexity, which require excellent standards of customer care	E	3
Experience of quality assurance and enhancement in higher education both at institutional and national level, including a good understanding of current developments	E	3

Special Requirements:	**Essential/ Desirable**
Flexibility to work outside core office hours including as part of the University's on-call rota	E

Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.	**Level 1-3**
Communication	3
Adaptability / Flexibility	3
Customer/Client service and support	3
Planning and Organising	3
Continuous Improvement	3
Problem Solving and Decision Making Skills	3
Managing and Developing Performance	3
Creative and Analytical Thinking	3
Influencing, Persuasion and Negotiation Skills	3

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.
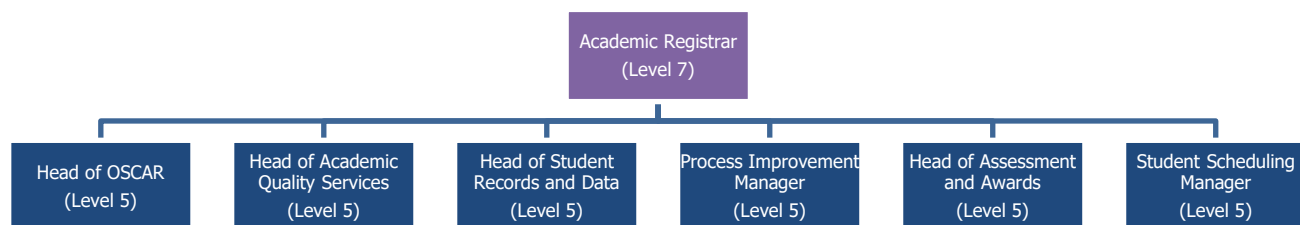
Organisational/Departmental Information & Key Relationships

Background Information

The post holder will be part of the Chief Student Officer Directorate which is located within the Chief Operating Officer remit. The Directorate serves to provide a joined-up and effective service to students at every stage of their journey at the University: from application to graduation, with an excellent student experience as its primary focus.

The post holder will work closely with many of the staff across Directorate to ensure this joined-up approach, as well as other internal stakeholders, most notably Faculties and Schools.

Structure chart

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                          Academic Registrar
                             (Level 7)
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Head of    Head of     Head of    Process    Head of    Student
OSCAR      Academic    Student    Improvement Assessment Scheduling
(Level 5)  Quality     Records    Manager    and Awards  Manager
           Services    and Data   (Level 5)  (Level 5)   (Level 5)
           (Level 5)   (Level 5)
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Relationships

Internal

The post holder will liaise with a broad range of stakeholders, including the Chief Student Officer, Chief Operating Officer, Provost, Faculty Executive Deans, Vice-President Academic, Directors of Faculty Operations, Faculty Associate Deans, Directors within the CSO Directorate and COO area more broadly. The post holder will be able to communicate effectively with a range of other internal staff at all levels.

Student relationships are critical and the post holder will work closely with the University's Students' Union and other student representatives

They will have a key role in liaising and working with Associate Deans (Education) in each Faculty to develop and deliver appropriate strategies to improve the student experience.

External

The post holder is required to develop a strong network of contacts from other institutions and organisations as a source of learning, development and best practice.