It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Job Description for the post of:

Deputy Academic Registrar (Operations)
EHM0207-0119

Reporting to: Academic Registrar

Accountable to: Academic Registrar

Purpose

Academic Registry is a central support department that serves to provide high quality and technologically advanced administrative systems and services to facilitate the student journey from enrolment through to award conferral.

Specific areas of responsibility include:

- Student enrolment
- Records management
- Tuition Fees, Bursaries and Scholarships
- Timetabling
- Assessment and conferment of awards
- Student casework

The Deputy Academic Registrar (Operations) has a vital leadership and management role within Academic Registry, holding responsibility for Academic Registry's general operations, including resource management and staff recruitment and development.

Providing visionary leadership, the Deputy Academic Registrar (Operations) will play a significant role in the maintenance of a culture of high performance across the Department. They will ensure that Academic Registry staff actively contribute to the achievement of Academic Registry's strategic objectives, and will build highly effective, positive and professional working relationships with colleagues across the University to champion enhancements to service delivery.

Corporate Responsibilities

The post will be required to:

1. Participate in and accept shared responsibility for the corporate leadership, management and development of the university.

2. Represent the university as appropriate by chairing or serving on internal and external committees, working and advisory groups as required by the Academic Registrar.

3. Foster cross-university co-operation in the furtherance of the university's mission statement and strategic plan and in effective utilisation of university resources.

4. Encourage and promote the brand and reputation of the university and its staff.

5. Support the further development of the university and respond to the needs of a diverse student body, external funders and stakeholders.

6. Promote and implement the university's policies on equal opportunities.

Specific Responsibilities

Service Management

1. Ensure the delivery of excellent services and facilities, effectively using management information, data and performance indicators to further enhance service levels.

2. Lead on identifying process and systems requirements to enhance the Department's service and work with colleagues across the University to deliver such improvements.

3. Ensure management information reports are produced, and interpreted effectively by managers, to maximise service delivery and identify improvements or areas of good practice to enhance the student experience.

4. Accountable for financial management of designated delivery areas within the Department.

5. Support the Academic Registrar to plan how the department will be developed in the future and ensure that there is clear alignment between University and service objectives and individual contributions.

6. Engage key customers and stakeholders in the process of service development, placing students at the heart of all we do.

7. Clearly articulate the standards and service levels required for the service and ensure that those standards are consistently achieved.

8. Develop the capacity and capability of the department through the effective deployment of resources, the effective use of existing and emerging technologies and systems, and the continual review of student and stakeholder feedback.

9. Act as an expert adviser to the Academic Registrar and the University Executive Group, providing them with informed reports and briefings as required or representing them internally and externally.

10. Deputise for the Academic Registrar by chairing or attending meetings, network or sector groups internally and externally.

Strategic and Operational Planning

11. Operate highly effective systems and processes for strategic and operational planning including the publication of key strategies, annual action plans, the use of key performance indicators and regular reviews and updates.

12. Maintain an in-depth knowledge of best practice and keep abreast of developments in the HE sector to inform planning, policy and service development.

13. Provide high quality management reports which update on progress, identify business proposals and business plans etc which are well presented and informed, accurate and timely.

14. Budget planning and resource management.

Leading and Managing staff

15. Leadership of Academic Registry's general operations and line management of designated posts.

16. Ensure effective delivery of services, through the communication of clear business objectives, and alignment of individual/team objectives with University Strategy.

17. Further enhance and maintain effective working relationships and synergies between teams across Academic Registry and cognate areas; championing development opportunities.

18. Ensure that staff are provided with inspirational leadership and experience highly effective management practices.

19. Develop and sustain a culture of outstanding performance and continuous service improvement through an engaging leadership and management style which delivers high levels of discretionary effort.

20. Ensure that staffing resources are deployed to achieve the most effective outputs, that expectations and objectives are clear and that there is a highly effective plan for development to meet service needs.

21. Ensure that the necessary elements are in place to enable excellent performance and staff engagement.

22. Ensure that any issues of poor or under performance are addressed in a timely way in line with University procedures.

23. To carry out any other duties as agreed with the Academic Registrar.

The role holder will

24. Be adept at developing and maintaining excellent working relationships at all levels built on professional expertise, credibility and trust.

25. Demonstrate emotional intelligence and political sensitivity in dealing with complex and sensitive issues to achieve the outcomes required for the department and the University.

26. Demonstrate a flexible mindset when seeking to develop and deliver creative and innovative solutions that meet current and anticipated needs of the service.

27. Deputise for the Academic Registrar when appropriate.

In addition to the above all Edge Hill University staff are required to:

a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety

b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons

c) Undertake appropriate learning and development activities as required

d) Participate in Edge Hill's Performance Review and Development Scheme

e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner

f) Demonstrate excellent Customer Care in dealing with all customers

Starting Salary: £48,730 to £50,312 per annum

 Hours: Full Time

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

PERSON SPECIFICATION

Deputy Academic Registrar (Operations)
EHM0207-0119

CRITERIA:
Applicants should be able to provide evidence of their ability to meet the following criteria.

		Essential	Desirable	Method of Assessment
Qualifications				
1.	A first degree	*		A
2.	A higher degree and/or relevant professional qualification		*	A
3.	Evidence of Continued Professional Development	*		A
Experience				
4.	At least three years' experience of a managerial role within Higher Education student administration	*		A/I
5.	A successful track record of leading staff and managing change in a complex environment	*		A/I/P
6.	Significant experience of business process improvement and embracing new ways of working	*		A/I/P
7.	Experience of working within a regulatory framework, including policy development and deployment	*		A/I
8.	Experience of budgets and resource management		*	A/I
Leadership				
9.	The ability to develop clear aims and objectives and to engage staff at all levels	*		A/I/P
10.	People development capability with a strong focus on continuous development	*		I/P
11.	The ability to create opportunities and implement workable solutions	*		I/P

		Essential	Desirable	Method of Assessment
12.	The ability to build a culture of delivery, responsibility and accountability	*		A/I/P
Organisational Management				
13.	A successful track record in implementing strategic change and strategies for growth	*		I/P
14.	Excellent planning, analytical and problem-solving skills	*		A/I/P
15.	An understanding of the key drivers, and future challenges within higher education	*		I/P
Personal Qualities				
16.	A strong commitment to the University's mission, vision and values and the delivery of an outstanding student experience	*		I/P
17.	The ability to communicate in a highly effective, persuasive and motivating way	*		I/P
18.	High levels of emotional intelligence	*		I/P
19.	The ability to build positive relationships with staff groups	*		A/I/P

*Method of Assessment (I-Interview, A-Application, T-Test, P-Presentation) Please note that applications will be assessed against the Person Specification using this criteria.