

**JOB DESCRIPTION**

This form summarises the purpose of the job and lists its key tasks.

It may be varied from time to time at the discretion of the College in consultation with the postholder.

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| **Job Title:** Registry Services Administrator | **Job ref no:** ACR-0015-25 |
| **Grade:** 4 | **Department:** Academic Registry |
| **Accountable to: Registry** Services Manager | **Responsible for:** N/A |

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| **Job summary:*** Provide customer facing services to students and staff.
* Provide administrative services to students, staff and external stakeholders.
* Manage a number of mail inboxes, triaging general requests, allocating/ redirecting tasks to others in the Academic Registry team or other departments, where appropriate.
* Undertake routine finance and purchasing and ordering tasks for the Academic Registry.
* Support the Registry Services Manager with routine administrative tasks.
* Service Registry committees.
* Support the Registry Services Manager, Deputy Registrar and Registrar with project administration.
* Provide support to the Registry Services Manager with dedicated executive assistant (EA) support for the Deputy Registrar and Registrar, undertaking a wide range of administrative activities from diary management, assisting on ad hoc projects and events to financial administration.
* When directed by the Deputy Registrar or Registrar, to support administration for the Examinations and Assessment section.
* When directed by the Deputy Registrar or Registrar, to support administration for Registry sections.
* Act as Departmental Health and Safety Co-Ordinator.
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| **Competency: Service Delivery****Key tasks:*** Provide an exceptional front-of-house service for students and staff, determining the nature of enquiries/requests at the Academic Registry counters (Hawkshead and Camden).
* Identify appropriate escalation routes for queries and action appropriately.

Enrolment support including:* distribution of student photo ID cards.
* processing Student Oyster Card applications and advising students on the status of their application.
* For Hawkshead campus, managing student locker keys.
* Under the direction of the Registry Services Manager to provide administrative support for the Registry Services Manager, Deputy Registrar and Registrar.
* Operate the RVC finance system to order goods and process invoices.
* Serve as secretary to appropriate Academic Registry managed Committees, working and sub groups; including agenda management and minute production.
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| **Competency: Communication****Key tasks:*** Provide exceptional customer focused services for front of house for students and staff at the Academic Registry counters (Hawkshead and Camden).
* Communicate effectively with Registry team members to ensure all tasks are completed in a timely and efficient manner and to a high standard.
* Ensure support is always effective yet efficient especially at peak periods in the academic calendar.
* Provide exceptional skills in all methods of communication.
* Deal calmly and productively with situations of conflict and pressure.
* Excellent communication with other members of the Registry Services team to ensure there is cover during absences and support for workload management.
* Deliver highly organized support for committees including preparation of agendas, papers and minutes, ensuring committee actions are followed up and responded to.
* As Departmental Health and Safety Co-ordinator, ensuring Registry teams are kept up to date with Health and Safety developments and requirement as advised by the institutional Health and Safety Team.
* When directed by the Deputy Registrar or Registrar, to work with other teams in Registry to provide administrative support.
* Update process/task documentation used by Registry Services team as necessary.
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| **Competency: Planning and Organisation****Key tasks:*** Plan workload to be able to prioritise effectively through the academic year, for instance effective management of time during the enrolment period to enable disbursement of student ID cards.
* Pay close attention to detail and accuracy.
* Ensure excellent record keeping, particularly in the area of financial management.
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| **Competency: Analysis and Research****Key tasks:*** Find the best value for money for the RVC when ordering or making bookings on behalf of Registry Services.
* Using SITS or Rover for data extracts or reporting on relevant student query administrative tasks.
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| **Competency: Liaison and networking****Key tasks:*** Build strong relationships with colleagues across the RVC and with external stakeholders.
* Learn, develop and maintain a good knowledge of institutional policies and procedures as well as organisational and key committee structures within the RVC.
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| **Competency: Initiative and problem solving****Key tasks:*** Determine appropriate responses or source of responses to stakeholders regarding Registry processes and systems.
* Use initiative to resolve diary clashes or administrative issues that you have identified.
* Demonstrate a collaborative approach to problem solving with colleagues across the RVC.
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| **Competency: Knowledge and Experience** **Key Tasks:** * Good knowledge of Registry administration.
* Good knowledge committee work.
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| **Competency**: **Flexibility****Key Tasks:*** Provide appropriate cover for other members of the team during peak workload demands.
* Provide appropriate cover for other member of the team during periods of absence.
* As an active member of Academic Registry, to cover front desk for absences and peak periods.
* To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above.
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