

Registry Officer (Assessments)

Job Description

Position Overview

Department	Registry
Location	St. Katherine Docks, London
Term	Full-time, Permanent.
Salary	Up to £35,567 per annum, depending on experience
Benefits	Generous benefits package including 25 days holiday allowance (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
Reports to	Senior Registry Officer
Start	As soon as possible

Registry services is responsible for the efficient delivery and management of the student personal and academic record from enrolment through to award, the delivery of assessments, transcripts, statutory reporting, and interacting with a wide variety of stakeholders to provide advice and guidance on academic regulations. We are a growing team committed to continuous improvement of processes and systems to enhance the student experience.

We are currently seeking a Registry Officer (Assessments) to provide high-quality administrative support across the Registry functions. The post holder will support all stages of assessment procedures, including the organisation of exam paper setting and scrutiny, collation, and moderation of large-scale marking of assessments. The role will also support the wider Registry team, with student records management and central processes including academic appeals, external reviews, and extenuating circumstances.

About the University

Founded in 2012, Northeastern University London (formerly known as New College of the Humanities) has established itself as a prestigious higher education institution based in the heart of London. After becoming part of Northeastern University's global network in early 2019, the University has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state-of-the-art campus in 2021. The University continues to grow further expanding its student cohort, courses, network, and opportunities. students year on year, further expanding its courses, network, and opportunities.

DUTIES AND RESPONSIBILITIES

- Provide administrative support for a range of student record administration duties across the full academic cycle ensuring systems are maintained and updated, including but not limited to, creating and maintenance of individual student records, inputting student data, generating reports for Boards and inputting assessment marks.
- Providing administrative support for all assessments including but not limited to, checking assessment briefs and exam papers, processing marking and moderation for all courses, invigilation, preparation of documents for exams, inputting and release of marks to students and staff and preparation of assessment data for Exam Boards.
- To support the operational activities which underpin the student lifecycle, utilising systems, and databases – e.g., student records systems and Virtual Learning Environments – accordingly, and in accordance with best practice, ensuring consistency of data and identifying and resolving issues.
- To respond to student and faculty queries pre-assessment, during assessment and post-assessment periods and to resolve issues /problems /queries independently, escalating where necessary.
- To regularly liaise with Faculty Leads to coordinate the production of assessment material. Supporting with formatting and proof-reading; checking spelling, grammar, punctuation numbering of questions and labelling of answer options.
- Support the planning and administration of enrolment and induction week activities.
- Produce documentation such as student letters, transcripts, confirmation of degree documentation for students.

- Support the Senior Registry Officer with programme administration tasks, updating student records accordingly and communicating to relevant teams e.g., assessments and learning resources.
- With guidance from the Senior Registry Officer, provide administration for student extenuating circumstances processes and policies.
- Undertake committee servicing responsibilities for meetings as appropriate, including production of agendas, secure collation and distribution of papers and formal minute writing.
- Provide administrative support for the wider Registry team during peak periods to ensure all tasks are carried out and deadlines met.
- Respond to enquiries made through the Registry mailboxes and telephone ensuring that they are fully responded to in a timely, clear, and empathetic manner, investigating where necessary to resolve issues that may arise.
- Understand, comply, and advise staff and students on Registry processes, policies, and systems; and proactively contribute to the continuous improvement of these.

OTHER DUTIES

- Any other duties commensurate with the level of responsibility of this post, for which the post holder has the necessary experience and/or training and as instructed by the University.
- Work at weekends and outside of normal office hours will be required occasionally.
- Travel may be required.

PERSON SPECIFICATION CRITERIA

Qualifications	Essential/Desirable
A Level qualification (or equivalent), or equivalent relevant administration experience	E
Honours degree or equivalent relevant experience.	D
Experience/Knowledge	
Experience of working in an administration role with the education sector,	E

preferably Higher Education.	
Knowledge and understanding of core academic and administrative functions in higher education.	D
Proven ability of effective problem solving and decision-making.	E
Experience of using data management systems for data processing and inputting.	E
Demonstrable experience of providing a responsive, customer-focused service – via telephone, email and face-to-face.	E
Experience of committee servicing.	E
Understanding of GDPR, Equality Act and other legislation relevant to education.	E
Experience of working in a fast paced and rapidly developing organisation.	E
Skills/Abilities	
Proven communication and interpersonal skills with the ability to interact and build good working relationships with a diverse range of stakeholders.	E
High level of numeracy, written and verbal skills	E
Able to work with a high level of accuracy, confidentiality and attention to detail	E
Well-organised and able to prioritise a varied workload.	E
Ability to exercise sound judgement to deal and resolve problems independently, seeking advice where appropriate.	E
Ability to work as part of a team to deliver services and projects.	E
Excellent IT skills, using Word, Excel, email, Internet, and databases	E
Flexibility and a capacity to adapt to the changing demands of the job.	E
Other	
Ability to occasionally work weekends and outside of normal office hours	E

Application process

Applications should be made via [this link](#) by **23:59 on Sunday 25 August 2024**. Please reference your application **ROA0824**.

Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.

We are not able to provide Sponsorship for this role.