Statutory Returns Manager (Registry)

Department	Registry, Academic Services
Location	Hybrid working – 3 days a week on campus / 2 days remote.
Term	Full-time, Permanent.
Salary	£44,000 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	Head of Registry
Line management responsibility	1 x Registry Officer (Statutory Returns)

About the University

Northeastern University London offers a vibrant, collegiate community delivering broad and academically rigorous degree programmes, designed to equip graduates with the combination of skills and knowledge that are increasingly desired by organisations, employers and society.

NU London is part of Northeastern University's Global Network, with campuses in Arlington, Boston, Charlotte, Miami, Oakland, San Jose and Seattle in the USA, and Toronto and Vancouver in Canada.

About the Role

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

We are currently seeking a Statutory Returns Manager to coordinate and provide operational support for the University's student records management, data returns and wider Registry functions. Reporting to the Head of Registry (HoR), the post holder will be responsible for planning statutory returns, providing training and auditing the maintenance of student records. The role will support the Head of Registry and Head of Information Management with all regulatory data returns. They will need to possess authoritative knowledge of statutory reporting requirements to regulatory bodies such as OfS, HESA and others. The role will also support the wider Registry team at peak times of the academic year. This includes all stages of student administration across the student lifecycle including supporting enrolment. The post holder will be responsible for the line management of the Registry

Officer (Statutory Returns) who will support them across the academic cycle, to ensure the University completes all statutory returns in a timely manner.

Duties & Responsibilities

- Support the Head of Registry (HoR) with the production of student related statutory external returns for the Office for Students (OfS) and the Higher Education Statistics Agency (HESA).

- Student Data Governance Group - be an active member of the working group to ensure actions or changes proposed align with the University's statutory returns responsibilities and timelines.

- Work with departments across the University to communicate the data collection requirements for statutory returns.

- Ensure the maintenance and monitoring of data quality within the student records system, specifically by auditing data relevant to external returns. Collaborate with other departments to address and resolve any issues identified during the auditing process.

- Liaise with colleagues across the University to help evaluate if processes relating to data collection are meeting statutory requirements and monitor data quality (with regards to external returns) within the student records system.

- With direction from the HoR, coordinate data reporting exercises for statutory returns such as HESA, OfS, Student Loans Company and other funding bodies.

- Coordinate preparations for statutory returns, including HESA Data Futures, and oversee quality checks to ensure data is correctly prepared for export.

- Manage and respond to queries on student records and data requests, resolving issues/queries independently and escalating where necessary.

- Provide support for the wider Registry team during peak times, such as around registration and assessment periods, to help ensure all tasks are carried out in compliance with HESA requirements.

- Line manages relevant supporting roles within the team, including performance management, structure of duties, succession planning and staff training.

- Collaborate with other professional staff teams on the operational planning of academic programmes and wider Registry processes, including Student Support & Development, Academic Support, Residence Services, Quality and Timetabling.

- Build positive relationships with other professional services teams and academic staff and to coordinate and liaise regularly with key stakeholders in designated departments.

- Understand, comply and advise staff and students on University and Registry processes, policies and systems; and proactively contribute to the continuous improvement thereof.

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 required.

- Work outside of normal office hours may be required occasionally.

- Travel may be required.

Person Specification

Qualifications

- Honours degree or equivalent relevant experience (Desirable)

Essential Criteria

- Experience of student-based external returns to statutory and regulatory bodies, such as OfS, HESA (Jisc) including Data Futures, HESES and Graduate Outcomes.
- Experience of working in Higher Education Registry administration and processes.
- Demonstrable experience of using student records systems (ideally Quercus or Banner) to perform a range of administrative activities and functions across the student lifecycle.
- Experience of data analysis, presenting findings accurately to support effective reporting of information.
- Proven track record of effective and results driven problem solving and decision-making.
- Line management experience and planning the workload of others.
- Experience of developing and advising on policies and procedures.
- Experience of communicating with colleagues at all levels, both internal and external.
- Experience of working in a fast paced and rapidly developing organisation, with the ability to adapt and respond positively to change.
- Excellent interpersonal skills, ability to build good working relationships with students, faculty and professional service colleagues.
- Strong communication skills, with excellent verbal and written English.
- Able to work with a high level of accuracy and attention to detail.
- Excellent organisational skills, including the ability to manage multiple tasks, work to tight deadlines, and prioritise workloads effectively.
- Ability to exercise sound judgement to deal and resolve problems independently, seeking advice where appropriate.
- Ability to work as part of a team to deliver services and projects.
- Excellent IT skills. In particular experience of Excel (advanced level), Google sheets and Microsoft packages

Application Process

Informal enquiries may be made to the Head of Registry, Tracy Barber via email tracy.barber@nulondon.ac.uk.

However, all formal applications must be made in accordance with the process set out below.

Applications should be made via **this link** by **23:59 on Sunday 18th August 2024.** Please reference your application **SRMR0824.**

Interviews are expected to take place on Thursday 29th August 2024.

Please ensure that your application includes a CV and is accompanied by a cover letter that sets out concisely and in ways relevant to this role: (a) your achievements and challenges in the last 12 months and, in your career to date in higher education; (b) how your experience knowledge and skills meet the person specifications ; (d) a statement of your approach to HE administration and data management. Your cover letter should reference the duties and responsibilities, and key criteria as outlined above.

Participation in the equal opportunities section is encouraged, but voluntary. Applications are welcome from all sections of the community and will be judged on merit alone. We welcome applications from underrepresented groups. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.

We may be able to provide Visa sponsorship for this position.