

RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (eg. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- We recommend that you take a copy of this recruitment pack to help with your preparation.

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

We are proud to have been a Two Ticks employer since August 2008 and, as part of our commitment to this scheme, we guarantee an interview to any candidate with a disability who meets the essential criteria for the post. We also work in partnership with national disability organisation DisabledGo who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Shortlisting is undertaken by a panel after the closing date on the basis of information provided and assessed against the criteria outlined in the person specification. Please note the criteria listed under 'Competencies' will be assessed at the interview stage only.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206-874588/873521) for help.

Closing Date: 25 October 2016

Interviews are planned for: 14 November 2016

Produced by:
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JOB DESCRIPTION – Job ref REQ00264

Job Title and Grade:	Registration Manager Grade 7
Contract:	Permanent, full-time
Hours:	A notional minimum of 36 hours per week
Salary:	£29,301 - £32,004 per annum
Department/Section:	Academic Section, Student Life
Responsible to:	Academic Registrar
Reports on a day to day basis to:	Student Services Manager
Responsible for:	Registration Officer and temporary staff appointed at key points in the academic cycle
Purpose of job:	Located in the Student Life directorate and reporting to the Student Services Manager, the postholder provides a focal point for the leadership, co-ordination and management of all aspects of new and returning student registration across all three campuses and, where appropriate, for the University's partner institutions, from crossload after confirmation of admission to the operational delivery at the point of registration for the individual student, regardless of the date of commencement of studies. Working closely with the Systems Development team in Academic Services, the Student Information Team Manager, the student administration teams at Southend and Loughton and those responsible for welcome, the postholder ensures an effective and consistent approach to registration for all students, with the location for the delivery for new students driven by campus and cohort size. Key responsibilities include organisation of the annual registration and late registration events at the Colchester campus and registration for courses starting at other key points during the academic year, including at the University's Loughton campus.

Duties of the Post:
Academic Section/Student Life

The Academic Section is part of the University's Professional Services and is headed by the Academic Registrar. The Section is responsible for managing all aspects of student and academic administration and plays a central role in delivering the University's commitment to excellence in education across the institution. The main directorates of the Academic Section are: Academic Services and Student Life. The Student Life directorate is responsible for leading and coordinating many elements of the student experience which support the educational aspects of student life. This includes Student Support (including wellbeing, accessibility services, residence life, student finance, chaplaincy, student services hub), Employability and Careers, and Student Engagement. The directorate is predominantly student-facing and the success of its delivery relies on ensuring student benefit is paramount in our approach and that services and support are delivered in a coherent and student-focused manner.

The main duties of the post will include:

- To lead, co-ordinate and manage all aspects of new and returning student registration across all three University campuses, from the systems relating to starting their student record after

confirmation of admission to the operational delivery at the point of registration for the individual student, regardless of the date of commencement of studies.

- To provide line management for the part-time Registration Officer, who has responsibility for supporting the systems and crossload aspects of registration and providing logistical and organisational support for registration events throughout the year, and a team of temporary staff employed at peak periods during the annual cycle to support registration.
- To have responsibility for implementing relevant University policy in relation to the registration of new and returning students and contributing to policy review where required.
- To co-ordinate and run large scale events for the registration process for new and returning students, including for partner institution students where relevant, working with teams across the Professional Services and wider University.
- To be responsible for maintaining and developing the systems underpinning the registration process, particularly the online pre-registration and registration processes for new and returning students respectively, working with relevant colleagues in the Academic Services directorate in the Academic Section and IT Services.
- To lead the establishment and maintenance of effective working relationships with the range of teams across the Academic Section and broader University whose work impact on the registration process, ensuring consistency, compliance with statutory and legal obligations, effective student communications and systems management.
- To liaise with relevant colleagues within the University and external authorities to ensure that the registration process incorporates the relevant financial requirements, including the collection of tuition fees and the confirmation of students' registration status for the purposes of confirming eligibility for student loan, bursary and scholarship payments.
- To be responsible for training relevant staff and colleagues involved in registration work regarding registration policy, systems and process.
- To be responsible for all student communications relating to registration, ensuring awareness of the process among new and returning students and consistency regardless of the date of the commencement of studies.
- To lead the regular review and enhancement of all services provided by the Registration team with a view to ongoing improvement and to lead specific areas of work identified for improvement as part of the annual review cycle.
- To be a member of the Registration Management Group.
- To be responsible for the management of the registration budget.
- To be a proactive member of the Student Life directorate, supporting its wider work and contributing to the delivery of the directorate's objectives.
- To be a proactive member of the team with a positive attitude, contributing ideas to the work of the teams, including review and enhancement, and ensuring that the teams operate effectively to deliver divisional aims and objectives.
- To build, manage and maintain excellent and productive working relationships with key stakeholders associated with the work of the teams.
- To support the wider work of the Student Life directorate as appropriate, including ensuring effective links with aspects of area of work undertaken by the wider Academic Section, working with and part of other teams as necessary.

- To ensure personal understanding of team goals, aims and objectives and how they fit in with the University's overall strategic priorities and to support their delivery within that context, undertake tasks in a timely, professional and efficient manner, ensuring completion to deadline, reorganising or reprioritising work as appropriate.
- To support projects and small groups working to develop policy or practice, including attendance as a member or to provide secretarial support to relevant bodies and working groups as appropriate.
- Any other duties as may be assigned from time to time by the Academic Registrar or his/her nominee.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.

Terms of Appointment

For a full description of the terms of appointment for this post please visit:
<http://www.essex.ac.uk/hr/current-staff/terms.aspx#>

October 2016

PERSON SPECIFICATION

JOB TITLE: Registration Manager
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Qualifications /Training

	Essential	Desirable
▪ A good honours degree (2.1 or above) or substantial equivalent experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A good standard of education including 5 GCSEs (grades A-C) or equivalent, including English Language and Mathematics	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Experience/Knowledge

	Essential	Desirable
▪ Experience of managing the delivery of excellent customer service in a user focused, professional environment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of leadership and management or operating in a supervisory capacity in higher education student administration or an equivalent role/context	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of organising or involvement in the organisation of large events underpinned by the demonstrable application of sound organisational skills and project management principles	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ An understanding of the issues facing UK higher education	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Familiarity with databases (e.g. Student Records systems) and an appreciation and understanding of the role of IT systems in supporting business processes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of budget management	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of staff management or supervision	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of developing policy, procedures and protocols to improve efficiency	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Skills/Abilities

	Essential	Desirable
▪ An ability to lead and motivate staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Demonstrable problem solving skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent written and oral communications skills, including a high standard of written English	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ An ability to remain calm and friendly when under pressure	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ An ability to work with tact and diplomacy	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A confident IT user, proficient in Microsoft Office, including a familiarity with the use of databases, including data reporting	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Efficient and well-organised, managing a range of varied tasks and dealing effectively with multiple priorities and deadlines.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ An ability to think creatively and to consider new ideas and ways of working, bringing them to fruition	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent interpersonal skills, including an ability to establish positive working relationships with wide range of colleagues at all levels	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to enthuse and inspire others, enabling positive focused teams to meet institutional need	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to acquire knowledge and understanding of detailed policies and procedures, and to apply them clearly and accurately	<input checked="" type="checkbox"/>	<input type="checkbox"/>

▪ The ability to work independently as well as part of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to communicate with, and have sensitivity to the needs of, people from a wide variety of cultural backgrounds.	<input checked="" type="checkbox"/>	
▪ The ability to act with discretion and to maintain confidentiality	<input checked="" type="checkbox"/>	
▪ The ability to work accurately and with attention to detail, including when under pressure	<input checked="" type="checkbox"/>	

Other

	Essential	Desirable
▪ Ability to meet the requirements of UK 'right to work' legislation*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A strong and proven commitment to applying the principles of excellent customer service in all aspects of work	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A strong and proven commitment to continuous improvement in service provision and the operation of systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Reliability and good time keeping	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A flexible approach to work and a willingness to assist as and when required (e.g. to cover holiday, sickness absence)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

* The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

Competencies

Please note the following criteria will be assessed only at interview stage but are essential criteria for this role:

	Essential
▪ Approach that provides clear direction and goals for service delivery	X
▪ Approach that ensures principles of equality and diversity are embedded in the service	X
▪ Recognises and celebrates others' contributions and achievements	X
▪ Is committed to continually improving performance of self and others and seeks learning opportunities from results	X
▪ An approach, within a framework, that accepts controlled risk-taking, encouraging and developing personal accountability in others and self	X
▪ Communicates effectively, using a variety of styles, with a broad range of people	X
▪ Considers implications of procedures in the short and long term, reflecting upon operational need and long term institutional interest.	X
▪ Recognises the importance of contributions from the student body in setting and achieving continually improving services.	X
▪ Provides timely, constructive, high quality professional advice to assist in decision making.	X
▪ Encourages others to suggest new ideas	X
▪ A value set that recognizes the life changing opportunity of education and, through doing so, seeks to appropriately support student attainment.	X



▪ An approach that encourages others to excel and calms difficult and challenging situations – setting an example through their professional attitude and behaviour.	X
▪ An approach that is both pragmatic and flexible – recognizing the peaks and troughs of the academic year.	X
▪ An approach that recognises the need to place 'Essex First' in decisions and actions	X

October 2016

Additional Information

Department - Academic Section

You can find more information about the department at the following link:
<http://www.essex.ac.uk/academic-section/>

People Supporting Strategy

Please find a link to the People Supporting Strategy.

<http://www.essex.ac.uk/hr/policies/docs/people-oct15.pdf>

General information

Informal enquiries may be made to Nicorum Flaherty, Student Services Manager (telephone: 01206 873606 e-mail: nicorum.flaherty@essex.ac.uk). However, all applications must be made online.

Benefits

Our staff and students are members of the University for life. We believe a person's potential is not simply defined by grades or backgrounds, but by a willingness to question, to collaborate and to push at the edges of knowledge and their own potential.

As an employer we offer a range of benefits and a commitment to career development and equal opportunities in an environment that both reflects and creates a rich interaction of people, disciplines and ideas.

- Pension scheme
- Generous holiday entitlement
- Competitive salaries
- Training and development Family Friendly policies
- On campus childcare facilities, for more information visit www.wivenhoeparkdaynursery.co.uk
- Childcare vouchers
- Relocation package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension, childcare and bicycle schemes)

No smoking policy

The University has a no smoking policy

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