



Cardiff
Metropolitan
University

Prifysgol
Metropolitan
Caerdydd

JOB DESCRIPTION

Job Title:	Assistant Registry Officer (Appeals and Unfair Practice)
Department:	Registry Services
Location:	Llandaff Campus
Grade:	3AB
Salary:	£24,248 - £27,181 per annum
Tenure:	Fixed term contract until March 2025
Hours:	37 hours per week

Role Summary:

This is a key post that will contribute to the ambitions of the University's new Strategic Plan 2017/18 – 2022/23. The role holder will deliver and promote Academic Registry, predominantly, within the Appeals and Unfair Practice unit at Cardiff Metropolitan by providing quality and customer focussed services.

Principle Duties & Responsibilities:

1. To assist with the production of communication to students and communications with Schools regarding Unfair Practise, Verification and Appeals, and Special Cases.
2. To provide assistance with the production of case papers for Committees of Enquiry, Appeals Boards and the Regulations and Special Cases Committee.
3. To assist with the production of annual reports and analyses of outcomes of unfair practice cases, appeals and special cases.

4. To deal with queries and requests for verification of students' qualifications, replacement transcripts and certificates, from both students and external agencies.
5. To deal with all other enquiries, correspondence and internal/external communications from both staff and students relating to specific Academic Registry queries.
6. To take notes at meetings, and assist with the writing of reports and minutes.
7. To provide assistance to other Academic Registry Units when required, such as Assessment and Awards Team in respect of examinations, Examining Boards and Degree Ceremonies and Programmes Unit for marks input.
8. To provide professional customer service to students, staff and all other stakeholders. Creating a positive impression of Academic Registry and contributing to a workplace service culture.
9. General administrative duties for the department to include maintaining annual leave and sickness records, distributing mail, maintaining stationary stocks, coordination of team meetings and away days and assistance with department DHL.
10. Finance administration for the department to include processing and tracking purchase orders and payments, administering procurement card spending, ensuring staff have access to current forms and guidance, booking travel arrangements and dealing with HR and payroll admin.
11. Servicing committees and forums as required – minute taking, preparation of agendas, such as appeals and unfair practice, student conduct and complaints, and papers etc.
12. Any other duties commensurate with the grade of the post.

Additional Information:

Standard Notification

These guidelines are provided to assist you in the performance of your contract. The university is a dynamic organisation; therefore changes may be required from time to time. Any changes will be made in consultation with the post-holder. The Principal Duties and Responsibilities are not intended to be an exhaustive list of tasks performed. Other associated technical tasks are likely to be performed as directed by the line manager.

It is accepted that individual staff will have a specialist skills and knowledge base in relation to the role they have been appointed to. In addition to this, Cardiff Metropolitan University expects that all staff will

conduct themselves in a professional and courteous manner at all times and have particular regard for their responsibilities under Cardiff Metropolitan University's Equalities, Financial, Human Resources and Health and Safety policies and procedures.



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PERSON SPECIFICATION

Post: Assistant Registry Officer
(Appeals and Unfair Practice)

Unit/School : Academic Registry

***Key**

A - Application form
I - Interview
T -Test

FACTORS	ESSENTIAL AND DESIRABLE CRITERIA	ASSESSED BY		
		A*	I*	T/P*
Education & Qualifications (Essential)	Minimum of two "A" Levels (or equivalent) OR have relevant experience in an administrative role.	✓		
Education & Qualifications (Desirable)	Undergraduate Degree	✓		
Knowledge (Essential)	Understanding of the application of Information Technology in a Higher Education environment.	✓	✓	
	Awareness of Quality Standards.	✓	✓	
Knowledge (Desirable)	Knowledge and understanding of issues in HE	✓		
	Knowledge and understanding of relevant legislative and regulatory frameworks (e.g. data protection, freedom of information)	✓		

FACTORS	ESSENTIAL AND DESIRABLE CRITERIA	ASSESSED BY		
		A*	I*	T/P*
Skills and Abilities (Essential)	<p>Excellent written and oral communication skills.</p> <p>Interpersonal skills, possessing a courteous and helpful approach.</p> <p>Ability to act as a responsible member of a team.</p> <p>Proficient IT skills including MS office applications.</p> <p>Ability to undertake routine manual and automated administrative processes.</p> <p>Flexibility to adapt to changing work demands and priorities and to improve own skills in accordance with such developments.</p>	✓	✓	
Skills and Abilities (Desirable)	Experience in use of database systems		✓	
Experience paid / unpaid (Essential)	<p>Experience of administration in a Higher Education environment.</p> <p>Responding professionally in a customer-focused environment.</p> <p>Producing routine correspondence and simple reports.</p> <p>Maintaining and updating administrative systems and processes.</p> <p>Evaluating priorities of work and monitoring progress.</p>	✓	✓	

Experience paid / unpaid (Desirable)				
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FACTORS	ESSENTIAL AND DESIRABLE CRITERIA	ASSESSED BY		
		A*	I*	T/P*
Other Requirements (Essential)	Awareness of the General Data Protection Regulations (GDPR).	✓		
Other Requirements (Desirable)	A commitment to equality of opportunity in all aspects of work		✓	
Welsh Language Skills (Desirable)	<p>Listening</p> <p>A1 - Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh</p> <p>Reading</p> <p>A1 - Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh</p> <p>Speaking</p> <p>A1 - Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh</p> <p>Writing</p> <p>A1 - Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		

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