

JOB PROFILE	
Company:	The Language Gallery (TLG)
Department:	Registry
Role:	Academic Registrar
Reporting to:	Managing Director
Direct reports:	Assessments & Data Teams
Location:	London
Position Type:	Permanent, Full time

### ROLE SUMMARY

The Language Gallery (TLG) is a contemporary institution dedicated to providing a diverse range of programmes. Our commitment is centered around a student-centric learning and teaching methodology, emphasizing progressiveness, forward-thinking, and modern approaches tailored to meet the diverse needs of our learners.

The Registrar has direct responsibility for leading and managing the Registry team to provide effective academic administration from enrolment through to completion. They have responsibility for academic administrative policies, procedures and systems, and student data, and play a key role in effective integration of provision and services including Student Data and Assessments. The Registrar is responsible officer for advice and guidance on all matters of student administration (including systems and processes) and has oversight of external regulatory requirements including the OfS, QAA, Ofsted and Student Finance England.

### KEY ACTIVITIES

- Develop, implement and resource the delivery of the Registry team, including student records; timetabling of teaching and assessment; enrolment, progression and completion.
- Support the Managing Director in delivering TLG wide strategies to provide excellent student support across the student lifecycle.
- Working with MD, Academics, Mentors and Student Support teams on developing appropriate policies, processes and systems that are efficient and student focused.
- Ensure compliance with external regulators such as the OfS, QAA, Ofsted and Student Finance England. Be main point of contact for external regulators and or partners for all compliance matters.
- Responsible for the integrity of all student data and be able to use data to monitor performance.
- Lead and manage teams within Registry ensuring high performance, value for money, effective risk management and continuous improvement.
- Develop processes for dealing with Extenuating Circumstances, Student Complaints, Malpractice and Appeals.
- Be responsible for the entire assessment process including external examining, programme approval, review and quality assessment and work with partners to ensure quality processes.
- Ensure that partnership arrangements meet quality and standard requirements and provide advice when considering new and continuing partnerships
- Keep abreast with HE sector best practice (nationally, in the EU and internationally), including relevant legislation, and disseminate information to the wider TLG teams.

- Ensure compliance with the relevant legislation, regulations and ordinances with regard to all its matters of academic administration, processes and procedures.
- Oversee effective communications with all stakeholders.
- Participate and support other appropriate projects as required to enhance the overall student experience and/or the needs of the Registry services.
- Ensure that an effective training is offered on an ongoing basis to all members of Registry staff, and specific stakeholders.

#### Specific duties

- Ensure appropriate resourcing to deliver the above.
- Ensure the effective recruitment, induction, management, development and appraisal of all staff within area of responsibility, in line with HR policies and procedures, promoting effective people management practices.
- Manage departmental budgets as necessary.
- Contribute to the risk register and take responsibility for assigned risks.
- Represent TLG externally and internally in line with the seniority of the role.
- Take responsibility for on-going personal and professional development in line with the needs of the role.
- As a member of the Senior Management Team (SMT), you will be expected to contribute to the wider TLG strategy.
- In addition to the above areas of responsibility the post-holder may be required to undertake any other reasonable duties in line with the needs and the seniority of the role.

#### General Duties

- To perform such duties consistent with your role as these may from time to time be assigned to you anywhere within the College.
- To Adhere to all colleague policies and procedures, including Equality and Diversity and Health & Safety.
- Respect confidentiality: all confidential information should be kept in confidence and not relates to unauthorised persons.
- To work in accordance with the Colleges' Equal Opportunities Policy and to promote equality and diversity in your work.
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the College's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organizational effectiveness
- Demonstrate excellent Customer Services in dealing with all customers.

Person Specification			
Criteria	Essential	Desirable	How to be assessed
<b>Qualifications, Knowledge and Experience:</b>			
Undergraduate degree, and/or professional qualification	x		Application
Extensive knowledge and experience of the Higher Education sector and Registry services.	X		Application and Interview
Proven experience in leading successful organisational change	X		Application and Interview
Extensive experience of working within a regulatory framework including Data management provision.	X		Application and Interview
An excellent understanding and working knowledge of all aspects of UK academic-related governance, regulations, administration and organisational management in an Educational Institution.	X		Application and Interview
<b>Planning and Organising:</b>			
Lead on Academic Registry's strategies and plans.	X		Interview
Able to maintain an overview of wider strategies and developments that impact upon own area	X		Interview

<p><b>Problem Solving and Initiative:</b></p> <p>Able to make judgements on significant new problems where precedent may not apply</p> <p>Able to develop innovative solutions and practical implementations for strategic and operational change.</p>	<p>X</p> <p>X</p>		<p>Interview</p> <p>Interview</p>
<p><b>Management and Teamwork:</b></p> <p>Inspirational leadership qualities together with evidence of managing successfully and delegating through a non-direct report structure.</p> <p>Able to implement successful change management initiatives.</p> <p>Able to recognise and deal with obstacles and difficulties.</p>	<p>X</p> <p>X</p> <p>X</p>		<p>Application and interview</p> <p>Interview</p> <p>Application and interview</p>
<p><b>Communicating and Influencing:</b></p> <p>Confident communicator able to explain and discuss education and student experience activities within the College</p> <p>Ability to write clearly and concisely and present information to disseminate management information on a regular and timely basis</p>	<p>X</p> <p>X</p>		<p>Interview</p> <p>Interview</p>

*The post holder may be asked to undertake different or additional duties in line with business requirements at the request of their line manager.*

*There is an expectation that all employees will maintain the values of the Group and will comply with the code of conduct as well as equality and diversity, GDPR, health and safety and safeguarding policies.*

*There will be an occasional need to undertake business travel between other sites within London and across the UK.*