

Company: London College Contemporary of Arts (LCCA)
Department: Registry
Role: Academic Registrar
Reporting to: Deputy Managing Director
Direct reports: Registry Team Management
Location: London
Salary: Competitive

Role Summary

Purpose of the role

You will be fundamental to the delivery of the Colleges Education and Student Experience strategic ambitions, which are themselves vital to achieving the overall corporate aims.

UK education is changing very rapidly. You will be expected to develop and organise Academic Registry services and the resources allocated to the service to maximise benefits to the College and provide an excellent, responsive and pro-active professional service for students and staff across the College.

Key Activities & Responsibilities

Key Accountabilities/Primary Responsibilities

1. Lead the formulation of the Academic Registry's department including strategy, staffing structure and resources in support of the College Strategy and ensure that service objectives are successfully met.
2. Lead the design and delivery of excellent Academic Registry services across the student lifecycle from recruitment to graduation in a hub operating model and benchmarked against best practice in service delivery.
3. Ensuring that processes and practices are efficient, are focused on the need to deliver excellent support for students and are operated effectively.
4. Ensure that Registry activities are well co-ordinated and planned, in line with the Colleges annual cycle of business and the need to maintain flexibility, and in particular:
 - a. Ensure that processes relating to enrolment and re-enrolment are efficient, effective and robust, and support the College's recruitment, admission and retention of students.
 - b. Ensure that student assessment is well-managed; that processes are secure and fair; that assessment outcomes are correctly recorded; and that assessment boards are well-supported to enable them to function properly and fairly in maintaining academic standards.
 - c. Ensure that teaching is well timetabled, with efficient use of resources and good and reliable information for students and staff, within agreed constraints relating to the student

- experience; and that timetabling for other events (induction and enrolment, assessments, and so on) is well supported.
- d. Ensure that processes supporting the student journey are well documented, effective and efficient, and operated by a strong team working in tandem with administration, academic and leadership staff in the College.
 - e. In collaboration with other departments, through standing committees mainly (but not restricted to) Academic and Quality, ensure that individual student issues – mitigating circumstances, complaints and appeals, student disciplinary – are fairly and consistently managed, with decisions taken in a timely manner, properly recorded and well communicated to the student concerned
 - f. Be responsible for the accuracy, integrity and quality of student record data, to enable regulatory data return, and to produce management information data to support strategic planning and operational delivery across the College.
5. In collaboration with other departments, through standing committees mainly (but not restricted to) Academic and Quality, be responsible for assurance of accuracy, integrity and academic quality and standards – including external examining, programme approval, review and quality assessment – are appropriate and effective, supporting the College in delivering excellent education and providing the necessary information to enable the College executive to fulfil their responsibilities relating to quality and standards.
 6. In collaboration with other departments, through standing committees mainly (but not restricted to) Academic and Quality, ensure that collaborative provision is well supported, with robust assurance of quality and standards; effective support for the college in developing collaborative partnerships; and good support and advice in considering new and continuing collaborative partnerships.
 7. In collaboration with other departments, through standing committees mainly (but not restricted to) Academic and Quality, provide senior level advice on procedures and individual cases relating to student rights and responsibilities (e.g. academic misconduct, mitigation, academic regulations, etc.)
 8. Within the overall framework determined by the College, and consistent with the approach adopted by the SMT, to lead student information related IT projects, including student record, timetabling, system developments and enhancements; support other projects as required ensuring that the college has robust data systems, appropriate for the needs of the Academic Registry services.
 9. In collaboration with other departments, through standing committees mainly (but not restricted to) Academic and Quality, Oversee the operation of academic governance and committees and maintain the appropriate operational, policy and support frameworks (for students, staff and other key stakeholders) on which the Colleges operation and future development is built.

10. Ensure that the College contract with individual students in relation to academic matters is clear, fair and meets all necessary internal and external requirements (In collaboration with the partner body where applicable).
11. Work as necessary with colleagues in other areas, to ensure that the College meets the requirements of the Office for Students (OFS) in articulating access agreements and monitoring their delivery.
12. In collaboration with other departments, through standing committees mainly (but not restricted to) Academic and Quality, Work as necessary with colleagues in other areas, to ensure that the College deals efficiently and effectively with student complaints and follows guidance issued by the Office for the Independent Adjudicator (OIA).
13. Work with senior stakeholders to ensure compliance with Office for Students (OFS) and ALL other relevant bodies.
14. Ensure that an effective programme of training is offered on an ongoing basis to all members of registry staff, and specific stakeholders.
15. Oversee effective communications with all stakeholders.

Specific duties

16. Line manage senior staff in delivery of the above.
17. As a member of the Senior Management Team (SMT), you will be expected to play a full role across the whole range of the College's activity in SMT meetings.
18. Ensure the effective recruitment, induction, management, development and appraisal of all staff within area of responsibility, in line with the College's HR policies and procedures, promoting effective people management practices that ensure staff are engaged and aligned to achieve effective outcomes in pursuit of the College's strategic ambition.
19. Manage departmental budgets as necessary.
20. In collaboration with other departments, through standing committees mainly (but not restricted to) Academic and Quality, oversee the risk register and present an annual Business Case for the College Registry
21. Represent the College externally and internally in line with the seniority of the role and the needs of the College.
22. Take responsibility for on-going personal and professional development in line with the College's needs and that of the role.
23. 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 of the College and the seniority of the role.

General responsibilities

- To undertake other duties appropriate to the grade and character of work as may be reasonably required, including specific duties of a similar or lesser grade.
- To adhere to the College’s Equality, Diversity, and Inclusion Policy in all activities, and to actively promote equality of opportunity wherever possible.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act.
- To work in accordance with the Data Protection Act 2018 and UK GDPR.

Requirements for the role

Person Specification			
Criteria	Essential	Desirable	How to be assessed
Qualifications, Knowledge and Experience:			
Postgraduate degree, and/or professional qualification	X		Application
Proven leadership in a range of demanding and influential roles.	X		Application and Interview
Extensive knowledge and experience of the Higher Education sector and Registry services.	X		Application and Interview
Knowledge of the reporting requirements in relation to student administration placed upon UK universities by statute and by regulation	X		Application and Interview

Knowledge of governance issues in the higher education sector, and the regulatory and legal arrangements for UK College governance	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
Planning and Organising:			
Strategist with the ability to see the big picture clearly, with sound insights, instincts, creativity, flair and the ability to exploit these qualities in others.	X		Interview
Able to champion and oversee the Academic Registry's contribution to the College's strategy and to 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
Problem Solving and Initiative:			
Able to make judgements on significant new problems where precedent may not apply	X		Interview

<p>Able to develop innovative solutions and practical implementations for strategic and operational change.</p>	<p>X</p>		<p>Interview</p>
<p>Management and Teamwork:</p> <p>Inspirational leadership qualities together with evidence of managing successfully and delegating through a non-direct report structure. Considerable personal presence is required to achieve visibility through a disparate internal and external audience.</p> <p>Able to implement successful change management initiatives and formulate strategic plans that reflect and support the priority needs of the College</p> <p>Able to recognise and deal with obstacles and difficulties.</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p>		<p>Application and interview</p> <p>Interview</p> <p>Application and interview</p> <p>Interview</p>
<p>Communicating and Influencing:</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>

<p>Other Skills and Behaviours:</p> <p>Always epitomising the best aspects of professional services.</p>	<p>X</p>		<p>Interview</p>
<p>Special Requirements:</p> <p>Flexibility to work unusual hours on occasions</p> <p>Possibility of overnight stay if required</p> <p>Membership of a professional body (e.g. AUA etc.)</p> <p>Ability to travel as requested within the UK & International.</p>	<p>X</p>	<p>X</p>	<p>Interview</p> <p>Application</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.