

Registry Officer (Statutory Returns)

Department	Registry, Academic Services
Location	Hybrid working – 3 days a week on campus / 2 days remote
Term	Full-time, permanent
Salary	Up to £35,567 per annum
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	Statutory Returns Manager

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.

Northeastern University London is part of Northeastern University's Global Campus Network. Ranked #44 in the USA, Northeastern has 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 Registry Officer (Statutory Returns) to provide operational support for the University's student records management, data returns and wider Registry functions. Reporting to the Statutory Returns Manager, the post holder will support all stages of the planning and administration of the University statutory returns across the academic cycle, to ensure the University completes all associated returns in a timely manner.

The role will support the Statutory Returns Manager and work closely with the Head of Registry and Head of Information Management with all regulatory data returns. They will need to possess 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.

Duties & Responsibilities

- Support the Statutory Returns Manager (SRM) and work collaboratively with the Student Records Team to design, maintain and implement additional routine data checking processes and error identification to ensure the completeness and accuracy of student data.
- With direction from the SRM, coordinate data reporting exercises for statutory returns such as HESA, OfS, Student Loans Company and other funding bodies. And assist with the preparations for statutory returns, including HESA Data Futures, and carry out quality checks to ensure data is correctly prepared for export.
- To perform detailed analysis and manipulation of information, data and/or calculations, highlighting and prioritising any issues for further investigation.
- To act as a point of reference and provide detailed information, advice, guidance and support to users of student statutory data, understanding their needs and providing clear and accurate information on how to resolve any queries.
- Respond to queries on student records and data requests, resolving issues/queries independently and escalating where necessary.
- Carry out a range of student record administration duties with high levels of accuracy across the full academic cycle including and maintaining individual student records, managing curriculum data within the SRS, collaborating with the Finance Team on student statuses and scholarships, maintaining SLC records.
- Collaborate with other professional staff teams, including Student Support & Development, Academic Advising, Residence Services, Quality and Timetabling.
- Provide support for the wider Registry team during peak periods (e.g., assessments) to ensure all tasks are carried out and deadlines met.
- Understand, comply with and advise staff and students on University and Registry processes, policies and systems
- To have knowledge of and keep up to date with changes in Data Protection and Freedom of Information legislation.
- With support of the SRM when appropriate represent the University at HESA/ Office for Students conferences and participate in consultancy sessions ahead of any major changes to the data collection schema.

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 (Essential/Desirable)

1. Good A-Level qualifications (E)
2. Honours degree (D)
3. Experience of working in an administration role with the education sector, preferably Higher Education (E)
4. Demonstrable experience of student-based external returns to statutory and regulatory bodies, such as OfS, HESA (Jisc) including Data Futures, HESES and Graduate Outcomes (E)
5. Proven ability to work with a high level of accuracy, confidentiality and attention to detail (E)
6. Experience of data checking and analysis, presenting findings accurately to support effective reporting of information and data issue resolution. (E)
7. Excellent organisational skills, including the ability to manage multiple tasks, work to tight deadlines, and prioritise workloads effectively. (E)
8. Proven ability of effective problem solving and decision-making in data-related context, including the use of HESA data specifications to identify requirements and solutions (E)
9. Proven ability to exercise sound judgement to determine when to resolve problems independently and when to seek advice where appropriate (E)
10. Experience of using data management systems (E)
11. Understanding of GDPR, Equality Act and other legislation relevant to education (E)
12. Good communication and interpersonal skills with the ability to interact and build good working relationships with a diverse range of stakeholders (E)
13. High level of numeracy, written and verbal skills (E)
14. Ability to work as part of a team to deliver services and projects (E)
15. Excellent IT skills, using Word, Excel, email, Internet and databases (E)
16. Flexibility and a capacity to adapt to the changing demands of the job (E)
17. Experience of working in a fast paced and rapidly developing organisation (E)
18. Experience of providing a responsive, customer-focused service – via telephone, email and face-to-face (D)
19. Knowledge and understanding of core academic and administrative functions in higher education (D)
20. Ability to occasionally work extended hours or weekends and to travel (D)

Application Process

Applications should be made in line with the instructions and by the deadline stated in the job advert. Please reference your application “**ROSRX**”. Participation in the equal

opportunities section is encouraged, but voluntary.

Interviews are expected to take place **on 20 March 2025**. The exact date will be confirmed to shortlisted candidates.

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; (c) 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.