

January 2012



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Dear Candidate

## **DEPUTY REGISTRAR**

Thank you for your enquiry regarding the above vacancy. Please find enclosed:

- Job Description and Person Specification
- Application Form and Equal Opportunities Monitoring Form

### **Guidance on Completing the Application Form**

Please read through the enclosed Job Description, this outlines the main duties of the post. The Person Specification outlines the skills, experience, knowledge and qualifications the College requires. When completing the statement of support please make sure you have covered the essential criteria giving examples to illustrate your suitability for this position.

CV's may be attached however this does not replace the application form. Only fully completed applications will be accepted and where possible should be typed.

Proof of your eligibility to work in the UK will be required at interview and before an offer of appointment is made.

Please note that all completed documentation must be received in the Human Resources Department by 5.00 pm on **Wednesday 15<sup>th</sup> February 2012** and that this is a strict deadline. You may email your completed application form to [jobs@nuca.ac.uk](mailto:jobs@nuca.ac.uk).

A short-listing panel will assess your application in relation to the Job Description and Person Specification and will be notified if you have been shortlisted for interview which will be held on **Thursday 1<sup>st</sup> March 2012**.

I would like to take this opportunity of thanking you for your interest in the position.

Yours faithfully

*Carolyn Penn*  
Human Resources Manager

Professor John Last MA(Ed)  
BA(Hons) PGCE FRSA  
Principal and CEO



## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>DEPUTY REGISTRAR</b>
<b>HOURS OF WORK:</b>	37 hour per week, 52 weeks per year
<b>GRADE &amp; SALARY:</b>	Grade 8, £37,122 to £44,166 per annum
<b>DEPARTMENT:</b>	Academic Registry
<b>REPORTS TO:</b>	Academic Registrar

### JOB PURPOSE:

The post holder will undertake the management and development of the operational delivery of a range of administration services to support the work of Norwich University College of the Arts, ensuring the development of an integrated range of services to students and staff. The role will include responsibility, in liaison with the Academic Registrar, for ensuring the quality of student data, statutory returns, MIS data and external publication requirements.

### MAIN RESPONSIBILITIES

- Provide effective management of services provided by Academic Registry and Student Support.
- Line manage the Assistant Registrars, Student Support Manager and Faculty Administrator, to ensure that all responsibilities within Academic Registry and Student Support are fulfilled.
- To draft proposals for changes to institutional policies and procedures as directed by the Academic Registrar for the consideration of Academic Board and its sub-committees.
- Ensure that key regulatory documents are updated as required (including the *Student Regulations and Procedures* and *Staff Handbook on Quality Management and Enhancement*).
- Ensure the quality of the University College's student data, providing timely and appropriate management reports (with analysis) and that all external deadlines for statutory returns and information requirements are met.

- Co-ordinate and manage administrative support for the Faculties and courses, ensuring that administrative procedures and systems develop to reflect ongoing changes in the work of the University College.
- Maintain awareness of relevant external developments and currency in best practice in the sector in the areas of Academic Registry and Student Support services.
- Work collaboratively with other University College staff in the delivery of Academic Registry and Student Support services and the Strategic Plan.
- Participate as a member of University College committees and working groups, as directed by the Academic Registrar, or as an appointed representative or elected member.
- Manage the delivery of the University College's collaborative arrangements with partner institutions.

#### Equal Opportunities

- All members of staff are required to support the University College's policy on equal opportunities and to ensure that their work practices reflect that commitment.

#### Health & Safety

- All members of staff are responsible for ensuring their procedures and practices are compliant with the University College's Health and Safety Policy.

#### Policies & Procedures

- Comply with any policy and procedure as regularly updated and published on the intranet applicable to your role, e.g. Confidentiality, Data Protection, IT Acceptable Use, Disaster Recovery, Quality Management and Enhancement procedures etc.

#### Staff Development

- Participate in Staff Appraisal and Development Review and Staff Development and Training activities as well as maintaining own subject knowledge.

#### Confidentiality

- Maintain absolute confidentiality regarding all aspects of work.

#### Variation to Job Description

- The Norwich University College of the Arts reserves the right to vary the duties and responsibilities of its employees within the general conditions of service. The duties and responsibilities outlined above will be periodically reviewed and may be altered as the changing needs of the University College may require.

## PERSON SPECIFICATION – DEPUTY REGISTRAR

	Essential/ Desirable	Candidate Assessment A, I, or P*
<b>Education and Vocational Qualifications</b>		
Educated to degree level or equivalent qualification/experience in a relevant area	Essential	A
A higher degree or professional qualification in a relevant area	Desirable	A
<b>Experience</b>		
Significant practical experience in a Higher Education Registry or Student Support environment	Essential	A
Managing and developing staff, prioritizing and supervising workload and undertaking annual appraisals.	Essential	A
Experience of initiating and implementing policy changes	Essential	A
Proven skills in document preparation and report writing including correspondence and documentation for meetings and other business events.	Essential	A
Significant experience of supporting and servicing a Committee function	Essential	A
Experience of managing data quality, auditing and data checking procedures	Essential	A
Experience of analysing data and providing reports on data trends, correlations and key statistical indicators.	Essential	A
Experience of the operational management of data protection and records management within an organisation	Desirable	A
Experience of dealing with collaborative arrangements in a higher education context.	Desirable	A
<b>Skills and Knowledge</b>		
Ability to plan, organise, and prioritise own workload effectively in an environment with demanding deadlines.	Essential	A & I
Ability to plan, organize and manage a demanding schedule of events, in an environment with multiple and demanding deadlines.	Essential	A & I
Excellent analytical and problem solving skills	Essential	A & I
Excellent IT skills including working with Microsoft Office and electronic forms of communication.	Essential	A, I & P

Excellent interpersonal skills and the ability to deliver a high quality customer service.	Essential	A & I
Well developed written and oral communication skills, including the ability to communicate effectively with a diverse range of staff, students and external agencies.	Essential	A, I & P
Knowledge of current Higher Education issues and developments.	Essential	A & I
Knowledge and understanding of data quality procedures and auditing practices.	Essential	A & I
Knowledge and understanding of the areas of registry services, quality management/enhancement and academic support, with detailed expertise in at least one of these	Essential	A & I
Experience of the SITS student records system database	Desirable	A
<b>Key Competencies</b>		
A high standard of accuracy and attention to detail in particular when preparing data reports.	Essential	I
A commitment to a high quality customer service, equal opportunities and to working with students from a diverse range of backgrounds.	Essential	I
Ability to work both independently and within a team.	Essential	I
Ability to make independent decisions within the confines of role responsibilities, but also have the flexibility to work as part of an administration team	Essential	A & I

### **KEY**

\*Selection Criteria: A = Application Form, I = Interview and P = Presentation and/or Practical exercise.

The selection criterion is for guidance only and alternative methods may be used to assist the selection process.