**Job description**

**Academic Registrar**

**Current need:**

An interim Academic Registrar to manage our Academic office function. Available immediately until 3 October 2022. Our permanent Academic Registrar will be joining us on 26 September 2022.

**Terms:**

* Full-time (35 hours per week), Office based at Somerville College
* Job description below – due to the short-term, temporary nature of the role it is likely that not all duties will be covered during the period of engagement.
* Annual salary £38,587 which is equivalent to an hourly rate of £21.20.
* Free lunch.
* Pro-rata 38 days holiday (including bank holidays)
* Benefits associated with being a University card holder

Department: Academic Office

Reporting to: Senior Tutor

Manages: Academic Office Administrator, Academic Office Assistants

Liaison with: All College staff and students, the central University administration, Faculties/Departments, prospective students.

**Purpose of the role**

To run the day-to-day operations of the Academic Office, supporting and deputising for the Senior Tutor (also Tutor for Graduate and Tutor for Admissions) as needed. To provide a highly efficient, pro-active service to all prospective, new and existing students and academic staff and liaise with colleagues throughout the College and the wider University to ensure information flowing to and from the office is managed in a timely and compliant manner.

**Main responsibilities**

**Managing the Academic Office**

* Act as line manager to the Academic Office Administrator and Academic Office Assistants, working closely with the Tutorial and Graduate Officer, who also delegates tasks to these two support posts.
* Delegate, organise and supervise the work of the Academic Office Administrator and Academic Office Assistants to ensure an efficient, balanced workload and high-quality service to students and academic members.
* Deputise for the Senior Tutor on a day-to-day basis, as required, including in relation to complex academic-related student cases, matters of academic discipline and authorising expenditure.
* Provide management support for members of the Academic Office team in the Senior Tutor’s absence or as requested by the Senior Tutor.
* Liaise with HR on the recruitment, induction and training of new staff.
* Act as the Academic Office lead on GDPR, liaising with the College’s Data Protection Officer on data processing and storage, archiving and retention policies.
* Provide cover for the Tutorial and Graduate Officer when needed; a high level of reciprocity between the two posts is important, especially at busy times.
* Maintain up-to-date standard operating procedures for the Academic Office.

**On-Course student administration**

* Advise college teaching staff and students on University and college policy and procedure in relation to a wide variety of areas, including but limited to; examinations, student visas & compliance, reasonable adjustments, dispensations and appeals.
* Lead on the induction and registration of new undergraduates, including coordinating the fresher’s week timetable, overseeing induction packs, matriculation, college and university contracts and university cards.
* Lead on implementation of the ERM student database, identifying enhancements and liaising the College IT team and developers to ensure the database remains fit for purpose.
* Gather student feedback on the induction process. Review and amend induction process, in consultation with the Senior Tutor.
* Oversee the University examinations process ensuring that provisions for alternative arrangements are in place; deal with complex matters including dispensations from the Exam Regulations.
* Work closely with the Welfare and Policy Officer to ensure college provision of special arrangements required on grounds of disability, ill-health, or other cause. This can include applying for extensions to assessment deadlines, and adjustments to University and College exams.
* Work closely with the Welfare and Policy Officer to ensure the submission of Mitigating Circumstances statements and evidence, as per the University procedure.
* Advise and assist students in submitting academic complaints and appeals, liaising with the Senior Tutor and the Proctors’ Office.
* Supervise maintenance of current student records, in accordance with GDPR and College policies, including the use of the college’s ERM student records system.
* Act as the Information Custodian for the eVision system.

**Undergraduate admissions**

* Manage and contribute to the execution of the undergraduate admissions exercise, including the Choral and Organ Awards process. This will include planning and oversight of all practical arrangements in liaison with tutors, admissions staff at other colleges, Undergraduate Admissions Office, and Housekeeping, IT and Catering staff. Adopt a hands-on approach to Admissions preparations and administration, taking responsibility for particular subject areas.
* Allocate Academic Office staff resources to ensure admissions preparations are managed efficiently and academic staff have named points of contacts for their respective subjects.
* Liaise with HR in the recruitment and appointment of Admissions helpers and related engagements, and supervise helpers.
* Make administrative arrangements for visiting and exchange students, liaising with tutors and the Tutorial and Graduate Officer.
* Verify offer-holder qualifications, consulting the Senior Tutor and Undergraduate Admissions Office if necessary.
* Coordinate annual updates to the Student Handbook and Student Contract.
* Oversee maintenance of admissions related data held by Somerville, including the annual addition of UG offer holders to the college’s ERM student records system.
* Maintain admissions statistics and write an annual review on the exercise, taking appropriate follow up action where improvements or changes are required.
* Deal with complex admissions enquiries and supervise responses to simple enquiries from prospective undergraduate students.
* Manage applicant complaints and appeals, in conjunction with the Senior Tutor/Tutor for Admissions

**Committees and Academic Office representation**

* Attend Education Committee of Governing Body, providing advice to the Committee on matters of academic administration.
* Act as Secretary to Education Committee: draft agenda, write papers as required, supervise circulation of papers, and take minutes if needed in the Academic Office Administrator’s absence.
* As appropriate, represent the Academic Office at other College committees and working groups and represent the College in University consultations, groups and committees, including the Information Security Working Group
* Act as a representative of the College at events for applicants/students/parents if required.

**Academic Office Communications**

* Send termly communications to students, liaising with other members of the Academic Office to gather key information for dissemination
* Supervise the management of the Academic Office generic email addresses, ensuring queries are dealt with promptly by the most appropriate person.
* Ensure relevant sections of the College website remain updated, in conjunction with the Communications Office.
* Maintain the college’s Freedom of Information Publication Scheme, on behalf of the Information Officer (Senior Tutor), liaising with the Senior Management Team as required.
* Carry out research, projects and surveys to provide management information for the Senior Tutor.
* Report on students’ admissions and on-course equality date for inclusion in the annual Equality Report which is produced by HR.
* Support the Senior Tutor in ensuring compliance with government legislation e.g. Freedom of Information Act, Data Protection Act, Equality Act.

As a management role, the duties above are indicative of the areas of responsibility but are not exhaustive and the post holder will be expected to undertake additional duties as required commensurate with the level of their post. The post holder will also be expected to be proactive and flexible in their approach to work to ensure the smooth running of the Academic Office.

**Person Specification / Selection criteria**

**Essential**

* Recent experience in a similar University or College role. Must have experience of dealing directly with undergraduate students
* Must have an excellent understanding of the undergraduate admissions process
* Educated to at least undergraduate degree level or equivalent with proven analytical and critical thinking skills.
* Experience of leading and managing a small team.
* Excellent communication skills, in English, both written and verbal – must be able to liaise confidently and effectively with a wide range of individuals, represent the Office at all levels and develop strong working relationships.
* Highly organised, pro-active and efficient. Must be able to manage own workload, delegate to others and ensure a balanced and effective distribution of work among the team. Must be able to work quickly and highly accurately.
* Excellent administrative skills, able to service committees, run several mailboxes and diaries, create and maintain efficient office processes and record-keeping systems.
* Proven ability to remain calm under pressure and deal with sensitive, difficult or unexpected issues with tact, discretion and utmost confidentiality.
* Excellent IT skills, particularly in the use of databases and Excel – must be able to manipulate and present data accurately, and must be able to confidently support others in the use of databases and Excel
* Logical, problem-solving approach to a range of Academic Office operations with the ability to exercise initiative and judgement.
* Ability and willingness to be flexible both in the approach to the duties of the role and working hours as some additional hours may be required at key points in the year.
* Willing and able to be hands-on and undertake administrative duties at all levels as needed to ensure the smooth running of the office.
* Good working knowledge of GDPR regulations.

**Desirable**

* Knowledge of student visa regulations and immigration compliance.
* Experience with using student record and reporting systems such as EVision, ADSS, TMS
* Experience of graduate student administration and processes
* Experience of a Microsoft CRM-based database
* Previous involvement in College admissions exercises