



Job Title:	Assistant Registry Officer (Enrolment, Data Management and Systems)
Unit/School:	Registry Services
Grade:	3A/B
HERA:	REG03

Core purpose of role

Registry Services is an innovative, efficient, integrated professional service that offers academic and student administration support and direction right across the lifecycle of a student and underpins all work carried out by the University.

The Assistant Registry Officer (Enrolment, Data Management and Systems) is responsible for supporting student enrolment, student funding administration and the integrity of student record data throughout the student lifecycle. The postholder will provide administrative and systems support, ensure compliance with institutional and external regulatory requirements, maintain data quality standards and deliver high-quality customer service to students and colleagues across the University.

You will be an enthusiastic, friendly and well organised team player, with excellent communication and interpersonal skills, coupled with a commitment to providing the very best student experience.

Our people are our most importance resource, and we strive to provide excellent opportunities for professional development to ensure that we can continue to deliver first class services

Key responsibilities and contributions

- Supporting the delivery and continuous improvement of enrolment and programme administration processes
- Assisting with Student Loans Company administration, including attendance confirmations, changes of circumstance and funding-related transactions.
- Maintaining and updating student, enrolment, and finance records across university systems and external portals, ensuring data accuracy and compliance
- Providing professional advice and customer support to students, staff, sponsors, and external stakeholders.
- Working with Academic Schools, Professional Services colleagues and external agencies to resolve enrolment and student record queries.



- Supporting the planning and delivery of enrolment and induction activities throughout the academic year.
- Processing workflow requests relating to student changes of programme, withdrawals, and interruptions of study.
- Processing e-store orders in line with agreed procedures and service standards.
- Undertaking any other duties commensurate with the grade and responsibilities of the post.
- To ensure students and staff receive a high quality service from the Academic Registry.

Person specification

Essential qualifications / Professional memberships

- Minimum 5 GCSEs, grade C or above.

Essential experience, knowledge and skills

1. Ability to undertake routine manual and automated administrative processes.
2. Ability to produce routine correspondence and simple reports.
3. Experience of maintaining and updating administrative systems and processes.
4. Experience of managing competing priorities and delivering work to agreed deadlines and service standards.
5. Strong IT and digital skills, including Microsoft Office applications such as Word, Excel and Outlook.
6. Strong organisational skills with the ability to prioritise workloads and meet deadlines.
7. Excellent written and verbal communication skills, with the ability to communicate effectively with a wide range of stakeholders.
8. The ability to work independently while also contributing positively as part of a team.
9. The ability to maintain accurate records and perform routine administrative processes with a high level of accuracy.
10. Strong customer service and interpersonal skills, with the ability to build positive working relationships and respond professionally to enquiries.
11. Awareness of the General Data Protection Regulations (GDPR).

Desirable

1. Experience of administration in a Higher Education environment.
2. Experience in use of database systems.
3. Knowledge of the student lifecycle.

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements

This post does not require a DBS check.

Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.