

Job Title: Registry Officer (Student Lifecycle)

Unit/School: Registry Services

Grade: 4A/B

HERA: REG59

Core purpose of role

Cardiff Metropolitan University is undertaking a significant programme of organisational and digital transformation, including the implementation of new systems, technologies and ways of working to enhance services for students and staff. This fixed-term post has been established for a period of two years to provide additional operational capacity within Registry Services, enabling experienced staff to actively support and deliver transformational projects while ensuring continuity of day-to-day service delivery. The postholder will therefore play an important role in maintaining high-quality services during a period of change and will be expected to demonstrate flexibility, adaptability and a positive approach to supporting continuous improvement.

The postholder will provide high-quality administrative support across Registry Services, contributing to the effective delivery of student administration, records management, information processing and customer-focused services throughout the student lifecycle. Working as part of a professional team, the role is responsible for maintaining accurate data and records, supporting key operational activities, responding to enquiries and ensuring that administrative processes are delivered efficiently, accurately and in accordance with University policies and regulatory requirements.

Key responsibilities and contributions

- Maintain accurate student, curriculum and operational records across University systems to support effective service delivery, regulatory compliance and institutional decision-making.
- Undertake administrative processing and quality assurance activities to ensure the accuracy, integrity and completeness of Registry data and student records.
- Support student lifecycle, assessment and award processes, including timetabling, curriculum, enrolment, status changes, examination board administration, the processing of academic outcomes and graduation, to ensure accurate records are maintained and activities are delivered in accordance with University regulations and procedures.
- Produce, verify and distribute official student documentation, including certificates, transcripts and digital credentials, to ensure accurate recognition of student achievement and timely service delivery.



- Respond to enquiries and requests from students, staff and external stakeholders, providing accurate information and resolving issues in a professional, timely and customer-focused manner.
- Maintain and update information published through university systems, websites and communications channels to ensure stakeholders have access to accurate and current information.
- Provide administrative support to committees, boards, projects and operational activities, including the coordination of meetings, documentation and follow-up actions to support effective governance and service delivery.
- Contribute to the preparation and dissemination of communications, guidance and documentation to support students, staff and external partners.
- Contribute to the review and improvement of processes, procedures and working practices to enhance service quality, efficiency and the student experience.
- Support departmental and organisational change initiatives by adopting a flexible and adaptable approach to duties, contributing to new ways of working and the continuous development of services.

Person specification

Essential qualifications / Professional memberships

- Minimum 5 GCSEs, grade C or above.

Essential experience, knowledge and skills

1. Experience of maintaining, validating and managing records within a large corporate information system, ensuring high levels of accuracy, integrity and compliance.
2. Experience of providing high-quality administrative support within a complex organisational environment.
3. Experience of managing competing priorities and delivering work to agreed deadlines and service standards.
4. Experience of handling confidential and sensitive information in accordance with organisational policies and procedures.
5. Strong IT and digital skills, including Microsoft Office applications and the ability to use databases and enterprise systems effectively.
6. Flexible and adaptable approach to work, with the ability to respond positively to changing priorities, new ways of working and organisational change.
7. Ability to maintain accurate records and identify, investigate and resolve data discrepancies.
8. Excellent written and verbal communication skills, with the ability to communicate effectively with a wide range of stakeholders.
9. Strong customer service and interpersonal skills, with the ability to build positive working relationships and respond professionally to enquiries.
10. Excellent organisational skills, with the ability to plan, prioritise and manage a varied workload with minimal supervision.
11. Understanding of data management, information governance, confidentiality and data protection principles.



Desirable

1. Experience of working within a Higher Education environment, particularly in Registry, Student Records, Academic Administration or a related professional service.
2. Knowledge of the student lifecycle and Higher Education regulatory requirements, including the application of academic regulations and quality assurance processes.
3. Experience of contributing to process improvement, system enhancement or organisational change initiatives, with the ability to identify opportunities to improve service quality and efficiency.

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.