

Job Title: Registry Advisor (Student Lifecycle)

Unit/School: Registry Services

Grade: 5A/B

HERA: SRS17

Core purpose of role

The University is embarking on a project to replace its core student records system. This two-year fixed term role will provide key support to Registry Services to enable experienced staff to be released to work on the project without impacting operations.

The postholder will provide day-to-day operational leadership within Registry Services, coordinating and supporting the delivery of administrative services across a range of student and academic administration activities. The role is responsible for supervising a team of Registry Administrators, allocating and monitoring work, providing guidance and support, and ensuring that services are delivered efficiently, accurately and in accordance with university regulations, policies and service standards.

Working under the direction of senior managers, the postholder will translate strategic and operational priorities into effective team delivery, contributing to the continuous improvement of Registry services and the achievement of departmental objectives. The role will also undertake complex administrative activities and support the implementation of organisational and technological change, helping to maintain service continuity whilst enhancing processes, systems and the overall student and staff experience.

This is a key post that will contribute to the University's Strategic Plan 2030. The post holder will provide specialist advice, training and appropriate support on the student record system and records management which are critical to underpinning the University's aim of supporting student success.

Key responsibilities and contributions

- Supervise and support a team of Registry Administrators utilising the university's performance and development framework, providing day-to-day guidance, support, coaching and performance management to ensure the effective delivery of services.
- Coordinate team workloads, resources and operational priorities to ensure senior management objectives, service standards and deadlines are translated into effective service delivery.



- Support the recruitment, induction and ongoing development of team members to ensure the team has the skills and knowledge required to deliver an effective and responsive service.
- Champion and role model the University's values and behaviours within Registry and by building effective networks with colleagues in academic Schools, partner institutions and other professional services.
- Undertake complex administrative activities and provide support for student lifecycle, assessment and award processes in accordance with university regulations and procedures.
- Monitor the accuracy, completeness and quality of data and records held within university systems, ensuring appropriate corrective action is taken where required.
- Be a source of expertise for the student lifecycle, providing advice and guidance to team members on policies, procedures, systems and processes, escalating complex issues where appropriate.
- Respond to and resolve complex enquiries, complaints and service issues from students, staff and external stakeholders in a professional and customer-focused manner.
- Support the implementation of new systems, processes and organisational change initiatives, ensuring staff are engaged and prepared for new ways of working.
- Contribute to the development, review and continuous improvement of administrative processes, procedures and service delivery arrangements.
- Prepare, analyse and present operational information and performance data to support decision-making, planning and reporting activities.
- Foster a culture of collaboration, continuous improvement and excellent customer service, promoting University values and professional standards across the team.

Person specification

Essential qualifications / Professional memberships

- Educated to degree level or equivalent experience.
- 5 GCSE's A-C including Maths and English, or equivalent.

Essential experience, knowledge and skills

1. Experience of supervising or coordinating the work of administrative staff within a complex organisational environment.
2. Experience of maintaining, validating and managing records within large corporate information systems, ensuring high standards of accuracy and data integrity.
3. Experience of allocating and prioritising workloads to meet competing deadlines and operational requirements.
4. Experience of providing high-quality administrative and customer service support and resolving complex operational issues within established policies and procedures.
5. Knowledge of data management, information governance, confidentiality and data protection principles.
6. Strong IT and digital skills, including Microsoft Office applications and the effective use of databases and enterprise information systems.
7. Ability to analyse, interpret and present information from a variety of data sources to support operational decision-making and reporting.
8. Excellent written, verbal and interpersonal communication skills, with the ability to build effective relationships with a wide range of stakeholders.
9. Strong organisational and planning skills, with the ability to coordinate resources, manage competing priorities and meet deadlines.
10. Ability to lead, motivate and support colleagues, fostering effective teamwork and high levels of performance.
11. Ability to adapt to changing priorities and support the implementation of service improvements, organisational change and new systems or processes.
12. Knowledge and understanding of the role of an Academic Registry or equivalent professional service.



Desirable

1. Experience of effectively using a student registration and assessment record system
2. Experience of working in a similar role in the higher education sector.
3. Customer service qualification

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.