

Job Title: Registry Officer (Enrolment, Data Management and Systems)

Unit/School: Registry Services

Grade: 4A/B

HERA: REG59

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 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 specialist 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

- To work with the Student Loans Company and its systems to ensure both students and the University receive payments on time, ensuring timely and accurate registration and attendance confirmations and funding-related transactions.
- To support student enrolment processes, providing technical advice and accurate statistical reports as directed by the Registry Operations Manager or the Registry Advisor.
- To advise and guide the Schools and Support Units to facilitate compliance with student enrolment and to exchange and impart information to enhance good practice.
- To collate and analyse data for the production of specialised reports on key issues regarding the Student Registration System. On a daily basis and when specifically requested throughout the year from all sectors within the university.



- To use new and existing ICT and make recommendations for further system and process development.
- To ensure your knowledge of the Academic Handbook is kept up to date for quality and assurance needs.
- Provide staff supervision as and when required for junior staff within the team and to deputise for the Registry Advisor.
- To prepare with the Registry Advisor, the Annual Calendar of events pertinent to the unit for distribution to Schools and Support units. To provide support to the EDMS team in the planning and hosting of Enrolment events and activities.
- Timely management of queries from customers and stakeholders via email and telephone, whilst providing a high level of customer service. Dealing with queries ranging from student enrolment through to graduation, in a professional manner.
- To manage and maintain the data quality activities relating to the core student record, working across Registry Services to ensure that centrally held academic data is fit for purpose. Work with colleagues to actively troubleshoot data quality issues and develop new data integrity rules in to the data quality audit process.
- To maintain the curriculum on the university's student record system as required.
- To carry out any other relevant duties commensurate with the grade of the post.

Person specification

Essential qualifications / Professional memberships

- Minimum 5 GCSEs, grade C or above or equivalent.

Essential experience, knowledge and skills

1. Experience of using complex information systems and databases to maintain accurate records and produce reports.
2. Understanding of the role of Registry Services within a University.
3. Effective written, oral communication and numerical skills.
4. The ability to relate to customers in a professional manner through the use of interpersonal skills including empathy and sensitivity.
5. Good ICT skills including the use of Microsoft Office applications such as Word and Excel, and of email, maintaining and updating databases.
6. Ability to determine priorities of work and plan and organise activities to meet deadlines.
7. Ability to communicate effectively with a wide range of stakeholders and develop good working relationships with colleagues.
8. Ability to work on own initiative and respond professionally to unforeseen situations.
9. Experience of analysing data and identifying trends, anomalies or data quality issues using reporting tools or spreadsheets.
10. High level of accuracy and attention to detail.
11. Ability to work from any Cardiff Met campus as required by the needs of the service.
12. A commitment to ensuring equality of opportunity in all aspects of work.

Desirable

1. Knowledge of Student Loan Company funding for students.
2. Experience of working in an Academic Registry function within a higher education or similar environment.
3. Experience of student or similar record systems.

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.