
University of Sunderland

Role Profile

Part 1

lifechanging



**University of
Sunderland**

Assistant Academic Registrar

Job Title:	Assistant Academic Registrar
Reference No:	0026-23
Reports to:	Head of Programme Administration
Responsible For:	<p>Line management of the Programme and Placement Administration teams.</p> <p>To manage one or more areas within the Programme Administration function to achieve institutional objectives and deliver a customer-focused agile, professional administrative service to benefit students other stakeholders.</p> <p>If required, also to line manage an assigned specialist cross-university team.</p>
Grade:	Grade F
Working Hours:	37 hours
Faculty/Service:	Academic Registry
Location:	City Campus and St Peters Campus, Sunderland
Main Purpose of Role:	<p>Lead and direct defined areas/functions within the Academic Registry, providing vision and oversight. Ensure effective delivery of the plan as informed by the service planning cycle.</p> <p>Implementation of the standards for a customer-focused, agile and professional administrative service to benefit students and other stakeholders.</p> <p>Provide effective management of the Programme Administration function within the Academic Registry.</p>

Key Responsibilities and Accountabilities:	<p>Lead and manage staff within own area/function. Role model good management practices. Proactively address staffing issues and support team leads in addressing complex staffing issues within their teams.</p> <p>Hold regular 1:1s, appraisals, drive effective performance against expectations of the role.</p> <p>Make a positive contribution to the development of the service plan within individual area of responsibility. Set priorities and drive implementation of priorities through Programme Administration Officers.</p> <p>Responsible for data integrity within Programme Administration, ensuring appropriate processes are in place and that appropriate measures are taken to address issues and prevent from recurrence.</p> <p>Build, develop and maintain an effective network with counterparts across the institution to identify academic support requirements, identifying barriers and implementing good practice, whilst also managing expectations.</p> <p>Lead and drive development projects across Programme Administration to contribute to meeting service and university objectives.</p> <p>To lead the implementation of policies and appropriate procedures to enable delivery in respect of academic programmes across the University.</p> <p>Address more complex or technical problems, queries, or complaints in the postholder's area of responsibility and escalate issues as necessary to the Head of Programme Administration</p> <p>To work closely with key academic staff, providing advice and guidance on process and regulations relating to Programme Administration. Addressing issues and sharing good practice.</p> <p>Represent the service as required in university committees, boards and other meetings. To deputise for the Head of Programme Administration if required.</p> <p>Represent the university externally as required, particularly through the Academic Registrars' Council and Association of University Administrators networks, to identify good practice and engage with peer support</p> <p>Undertake other duties as required by the Head of Programme Administration.</p>
Special Circumstances:	<p>Travel in the UK will be required (involving early starts / late finishes / overnight stays).</p> <p>The postholder will be expected to attend graduation ceremonies and to help facilitate the event on the day if required.</p>



Part 2A: Essential and Desirable Criteria

	<i>Essential</i>
	Qualifications and Professional Memberships: <ul style="list-style-type: none">• Honours degree or equivalent qualification.
	Knowledge and Experience: <ul style="list-style-type: none">• Extensive knowledge and direct experience of the management and delivery of academic administration within Higher Education provision.• Management experience within a complex organisation, providing teams with clear objectives and expectations to achieve results.• Excellent interpersonal skills with proven success in developing effective working relationships within an organisation.• Comprehensive knowledge of the range of academic support processes and reporting requirements.• Excellent planning and analytical skills, with an innovative approach to problem solving.• Ability to negotiate and to be able to resolve conflict.
	<i>Desirable</i>
	<i>Qualifications and Professional Memberships:</i> <ul style="list-style-type: none">• Masters degree or appropriate postgraduate or equivalent professional qualification.• HEA Fellowship.
	<i>Knowledge and Experience:</i> <ul style="list-style-type: none">• Project management experience.• Experience of programme management associated with a branch campus.• Experience of programme management associated with collaborative provision.

Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage	Lead <p>Role model pride and passion in what they do. Engage others in the shared vision and promote positive contributions from others. Challenge negativity, value difference, diversity and inclusion and ensures fairness and opportunity for all</p>
	<p>Take ownership of delivering difficult messages; deliver messages positively even when decisions are unpopular. Manage negative reactions constructively to positively change attitudes.</p>

	<p>Communicate and Influence Role model and implement a culture of open and inclusive communication. Adapt style to influence stakeholders and communicate effectively with stakeholders to build successful relationships and outcomes</p> <p>Manage networked relationships to navigate difficult conversations and achieve positive outcomes</p>
	<p>Make Effective Decisions Use evidence and knowledge to support accurate, expert decisions, and advice. Carefully consider alternative options, implications, and risks of decisions. Appropriately assess when to make the decision and when to consult with recommendations.</p>
	<p>Work Together Work closely with senior staff in other services, the Academy and branch campuses to ensure a proactive approach to identifying and addressing issues and to enable effective communication.</p> <p>Work collegiately within the Academic Registry and Professional Services to ensure consistent implementation and a high quality of professional services across the whole of the academy.</p>
	<p>Change and Improve Drive efficiencies and enhance practices with innovative and effective use of available technology.</p> <p>Implement a culture of continuous improvement; reviews and implements administrative procedures which improve the student experience</p>
	<p>Deliver at Pace Implement lead and role model a culture that encourages the delivery of timely and quality results with focus and drive consistently across all functions</p>
	<p>See the Big Picture Understand how their role fits with and supports organisational objectives. Recognise the wider priorities and ensures work is in the interest of both. Role model to promote appropriate behaviours at service- and team-level.</p>
	<p>Develop Self and Others Implement a positive culture of knowledge and confidence using a variety of approaches and styles appropriate to each situation.</p>
Date Completed:	January 2023