



# **JOB DESCRIPTION**

**Registry Coordinator**



<b>1. Job specifics</b>	
<b>Job Title:</b>	Registry Coordinator
<b>Reports to:</b>	Registry Team Leader
<b>Location:</b>	Birmingham, Hill Street
<b>Department:</b>	Registry

<b>2. About the role</b>	
<b>What you'll be doing?</b>	As a Registry Coordinator, you being responsible for all aspects of student data recording, monitoring of data, University assessments and student change of circumstances. Providing high quality information advice and support service to students, colleagues and external partners.
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>○ Undertake key aspects of student administration, including: the generation of reports, processing student re-enrolments, managing the Registry inbox, and general enquiry handling</li> <li>○ To provide a high quality information advice and support service to students</li> <li>○ To contribute to the student registration function including amendments to student data and reconciliation of student data</li> <li>○ To liaise with University Partners ensuring accuracy of records across internal and external systems</li> <li>○ To prepare and organise the University Examination periods</li> <li>○ To assist with the set up and maintenance of data within SITS/Quercus</li> <li>○ To process student change of circumstances in line with set guidelines</li> <li>○ To contribute to the development of internal processes and procedures</li> <li>○ To work as part of the wider Registry team and provide support to other departments as and when required</li> </ul>
<b>KPIs &amp; SLAs</b>	You will have monthly 1-2-1 meetings with your Line Manager to ensure that you are meeting targets and performing to standard. Within our function, this normally means meeting deadlines and ensuring that data is tidy, correct, and secure, with additional focus on customer service, an accurate and professional level of administrative support, good communication skills, and achieving positive student feedback.
	QA Programme Administrator Team Leader

<b>Key Working Relationships</b>	QA Programme Administrators QA Registry Coordinators QA Academic Team QA Student Services QA Finance University Partner Registry Department University Partner Senior Registry Officers
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### 3. About You

<b>Skills &amp; Abilities</b>	Excellent communication skills Excellent organisational, problem-solving and planning skills Excellent literacy and numerical skills Team player Flexible and adaptable to change Well organised and methodical
<b>Your Experience</b>	Extensive administrative experience within the education sector Experience of multi-tasking and delivery to agreed timescale Experience of managing and prioritising complex workloads
<b>Your Knowledge</b>	Microsoft Office Business / educational environment Knowledge of Course Regulations
<b>What you'll bring to QA</b>	We're looking for an enthusiastic individual who is self-motivated and dedicated to providing an exceptional service. The individual must have a meticulous eye for detail with high organisational skills and good time management. They should be able to work as part of a team as well as individually.

### 4. About QA

<b>About us</b>	<p>We shape the next generation of technologists, leaders and innovators.          By powering potential – the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.</p> <p><b>Why we do learning</b>          For over 30 years, we've worked in technology – where the impact of great learning is changing the world. A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries – they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars</p>
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	<p>that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.          Driving this revolution? People.          And this is where we come in.          People advancing their knowledge in technology – to enrich society – build a new culture – better how we live our lives, and how we work together.          People are learning to use technology to drive phenomenal change. This is our passion – powering their potential.</p>
<p><b>We promise to be</b></p>	<p><b>Bold</b></p> <ul style="list-style-type: none"> <li>○ Ambition is great. We set ambitious targets – holding ourselves and others to ever-higher standards.</li> <li>○ We contribute (insightfully) to the debate inside and outside QA.</li> <li>○ We move. Quickly. We respond to your needs – fast.</li> </ul> <p><b>Collaborative</b></p> <ul style="list-style-type: none"> <li>○ We spend time getting to know you – our learners and our customers – to earn your trust.</li> <li>○ We connect a solution to your problem – we have tonnes of different services to help you.</li> <li>○ We’re the positive person who actively gets stuck in to solving problems.</li> </ul> <p><b>Progressive</b></p> <ul style="list-style-type: none"> <li>○ We embrace change – and support it.</li> <li>○ We challenge ourselves to use the latest technologies and methods – no matter how out there.</li> <li>○ We’re curious – about what you do, about what the person next to you does, about our customers and our learners.</li> </ul>
<p><b>What’s on offer?</b></p>	<p>Learning is not just a service we provide, it’s a way of life at QA, and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 <b>Training Days</b> every year, to focus on subjects they’re interested in.</p> <p>We also know that many people like to “give back” and so we offer 2 paid <b>Charity Days</b> each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising, QA will also double any sponsorship money raised, up to £250. This is over and above the charitable activities that we encourage</p>

	<p>through our annual QA fundraising drives – you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.</p> <p>We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous <b>25 days' holiday</b> per annum (rising to 28 days after 5 years) – with the option to buy more if you wish.</p> <p>It's important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution <b>pension</b> plan and will match your contributions up to a maximum of 4% of your basic salary.</p> <p>Then there are two of our core benefit offerings, not the most exciting, but we consider it important to ensure everyone has the peace of mind provided by <b>Life Assurance</b> (4x your basic salary) and <b>Permanent Health Insurance</b> (after a qualifying period) in the event that ill health, or worse, disrupts our plans.</p> <p>And finally, a few fringe benefits to assist with travel and lifestyle choices:</p> <ul style="list-style-type: none"><li>• Season ticket loan</li><li>• Corporate gym membership</li><li>• Cycle to work scheme</li></ul>
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