

The University

At Durham University we are proud of our people. A globally outstanding centre of educational excellence, a collegiate community of extraordinary people, a unique and historic setting – Durham is a university like no other. We believe that inspiring our people to do outstanding things at Durham enables Durham people to do outstanding things professionally and personally. Across the University we have a huge variety of roles and career opportunities, which together make us a large and successful community, which is a key hub of activity within our region and nationally.

We would be thrilled if you would consider joining our thriving University. Further information about the University can be found [here](#).

Find out more about the benefits of working at the University and what it is like to live and work in the Durham area on our [Why Join Us? - Information Page](#).

The Role and the Department

The Student and Academic Services Directorate provides a professional administrative support service to staff, students and potential students of Durham University.

The Academic Registrar is the head of the directorate and is responsible to the Pro-Vice Chancellor (Education) for its management. The following services fall under the remit of the Student and Academic Services Directorate:

- Academic Registrar's Office
- Academic Quality Service
- Student Immigration and Funding
- Student Recruitment and Admissions
- Student Registry

All of the services are based on the Mountjoy site in Durham City.

The Student and Academic Services Directorate operate a hybrid working model with the opportunity to split working at home and in the office, which is in the Palatine Centre, South Road, Durham.

Student Registry deliver student focused services and business processes, such as enrolment and registration, timetabling, examinations and assessment outcomes, statutory body data returns and provision of student management information, degree certificates and academic transcripts, student letters and other documentation and degree verification.

The Directorate is embarking on a major programme to modernise the University Student Records system. This post will be based in the Student and Registry Services team and will provide support for Student Registry operations and the modernisation programme. The role will give an opportunity for someone who is interested further developing a career in higher education administration and management. The postholder will manage and review a range of business processes, providing support across the Student Registry area, and contributing to the development of new processes and systems related to the work of the department.

The Student Registry Senior Officer will work across the Student Registry teams during the academic year, following the annual cycle associated with students' progression. The postholder will work closely with the other team managers and their teams to ensure

services are delivered efficiently to students and academic departments and provide managerial support for processes and team members, as required.

During the academic year, the Student Registry Senior Officer will work as part of one or more of the following teams:

- Student Records
- Timetabling
- Examinations and Assessment
- Student Services
- Management Information

At different times, the postholder may also provide support for teams based in cognate support services in the Academic Quality Service and Student Immigration & Funding.

Further information about the role and the responsibilities is at the bottom of this job description.

Working at Durham

A competitive salary is only one part of the many fantastic benefits you will receive if you join the University: you will also receive access to the following fantastic benefits:

- 30 Days annual leave per year in addition to 8 public holidays and 4 customary days per year – a total of 42 days per year.
- The University closes between Christmas and New Year
- We offer a generous pension scheme, As a new member of staff you will be automatically enrolled into the University Superannuation Scheme (USS).
- No matter how you travel to work, we have you covered. We have parking across campus, a cycle to work scheme which helps you to buy a bike and discount with local bus and train companies.
- There is a genuine commitment to developing our colleagues professionally and personally. There is a comprehensive range of development courses, apprenticeships and access to qualifications and routes to develop your career in the University. All staff have dedicated annual time to concentrate on their personal development opportunities.
- Lots of support for health and wellbeing including discounted membership for our state of the art sport and gym facilities and access to a 24-7 Employee Assistance Programme.
- On site nursery is available plus access to holiday camps for children aged 5-16.
- Family friendly policies, including maternity and adoption leave, which are among the most generous in the higher education sector (and likely above and beyond many employers).
- The opportunity to take part in staff volunteering activities to make a difference in the local community
- Discounts are available via our benefits portal including; money off at supermarkets, high street retailers, IT products such as Apple, the cinema and days out at various attractions.
- A salary sacrifice scheme is also available to help you take advantage of tax savings on benefits.
- If you are moving to Durham, you may be eligible for help with removal costs and we have a dedicated team who can help you with the practicalities such as house hunting and schools. If you need a visa, we cover most visa costs and offer an interest free loan scheme to pay for dependant visas.

Discover more about our total rewards and benefits package [here](#).

Durham University is committed to equality, diversity and inclusion

Our collective aim is to create an open and inclusive environment where everyone can reach their full potential and we believe our staff should reflect the diversity of the global community in which we work. As a University equality, diversity, and inclusion (EDI) are a key part of the University's Strategy and a central part of everything we do. We also live by our values and our Staff Code of Conduct. At Durham we actively work towards providing an environment where our staff and students can study, work and live in a community which is supportive and inclusive. It's important to us that all of our colleagues are aligned to both our values and commitment to EDI.

We welcome and encourage applications from members of groups who are under-represented in our work force including people with disabilities, women and black, Asian and minority ethnic communities. If you have taken time out of your career, and you feel it relevant, let us know about it in your application. If you are a candidate with a disability, we are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to support the interview process wherever it is reasonable to do so and, where successful, reasonable adjustments will be made to support people within their role.

What you need to demonstrate when you apply/Person Specification

When you apply it is important that you let us know what skills/experience you have from a similar role and/or what skills/experience you have which would make you right for this role. Further information about the role and responsibilities is at the end of this job description. Where a criteria has an asterisk* next to it, it may be given additional weighting when your application is considered.

Your application should cover the following criteria:

Essential Criteria

Qualifications/Experience

1. Educated to degree level (or equivalent experience).
2. Professional practitioner with knowledge and expertise in the delivery and development of student related business processes and services within the organisation.
3. Experience of implementing policies and procedures and supporting change and service improvements.
4. Experience of providing specialist advice and guidance to a range of customers and colleagues, including more senior colleagues.
5. Experience of participating in internal or external networks to share and discuss good practice, develop strong and productive working relationships and positively influence the University's reputation.
6. Experience of managing and developing a team or teams and/or line management qualification.

Skills/Abilities/Knowledge

7. Excellent spoken and written communication skills including the ability to develop effective working relationships, both internally and externally.
8. Strong digital competence across a range of digital devices and apps including Microsoft 365 applications, reporting tools and relevant business systems.
9. Excellent analytical and problem solving skills, including the ability to synthesise complex datasets
10. Committed to continuing professional development to maintain professional recognition.

11. Knowledge and experience of ensuring compliance with regulatory and organisational policy and guidelines.
12. Ability to solve problems and decide on and plan appropriate solutions.

Desirable Criteria

13. Experience of working in Higher Education.

How to Apply

To progress to the assessment stage, candidates must evidence each of the essential criteria required for the role in the person specification above. It will be at the discretion of the recruiting panel as to whether they will also consider any desirable criteria, but we would urge candidates to provide evidence for all criteria. Please don't forget to check if there is any weighted criteria (see above).

While some criteria will be considered at the shortlisting stage, other criteria may be considered later in the assessment process, such as questions at interview.

Submitting your application

We prefer to receive applications online. We will update you about your application at various points throughout the selection process, via automated emails from our e-recruitment system. Please check your spam/junk folder periodically to make sure you have not missed any of our updates.

What you need to submit

- A CV: and
- A supporting statement or covering letter which outlines how you meet all of the criteria within the Person Specification.

Contact details

For a chat about the role or any further information please contact Peter Fieldhouse (peter.fieldhouse@durham.ac.uk).

Typical Role Requirements

Service Delivery/Development

- Show a commitment to equality, diversity and inclusion and the University's values.
- Review and look for ways to improve systems and procedures that are relevant to your area of work in line with the University's frameworks and Regulations.
- Manage the delivery of Student Registry related services across the University to a high standard.
- Provide the best possible service by continually reviewing what is required from Student Registry staff, academic departments and other central professional support services and contribute to ideas and service improvements.

- Work with your team to look for ways to improve business processes and services to students and academic departments across all areas of your work.

Planning and Organisation

- Manage the delivery of operational activities carried out by the Student Registry teams which you are responsible for.
- Contribute to progressing the strategic and operational priorities of Student Registry and the wider directorate.
- Review data on the level of service provided by your area to recommend areas for future improvement.

Team Development

- Manage and monitor the performance, workload and expected outcomes of Student Registry business processes and take action to respond anything that impacts on the service level provided.
- Ensure that the Student Registry team can deliver the required services by devolving and delegating responsibilities to appropriate team members.
- Carry out regular performance reviews to provide feedback on objectives and expectations and identify any development needs.
- Ensure that your team continues to develop by coaching and mentoring team members and delivering any training needs.
- Support the welfare and wellbeing of your team referring more complex issues to specialist services.

Communication/Liaison

- Provide advice and share guidance with your stakeholders to ensure that the University's policies, procedures and regulations are complied with.
- Use your operational expertise to participate in business meetings, working groups and sub-committees.
- Coordinate and oversee committees and other business meetings and deal with any related complaints.
- Update policies and procedures in response to any internal or external changes.
- Create positive working relationships, including internal and external networks, using your networks to increase your knowledge and skills and swap information with peers.
- Any other reasonable duties.

Useful links

If you would like further information, you may find the following will help

Please note that in submitting your application Durham University will be processing your data. We would ask you to consider the relevant University Privacy Statement [Privacy Notices - Durham University](#) which provides information on the collation, storing and use of data.

When appointing to this role the University must ensure that it meets any applicable immigration requirements, including salary thresholds which are applicable to some visas.