JOB DESCRIPTION
Academic Registrar
Vacancy Ref: A2710

Job Title: Academic Registrar	**Present Grade:** Senior Staff Level 4

Division: Student and Education Services

Directly responsible to: Director of Students, Education and Academic Services

Supervisory responsibility for:

The role-holder has direct line management responsibility for:

- Registry Services
- Academic Standards and Quality
- Student Conduct

These teams comprise about 50 members of staff and deliver functions and services including student registration, fee billing, immigration, student assessment, academic progression, retention and award, timetabling, student systems, student records management and student data management, operating the University's academic quality framework and the student disciplinary and fitness to practise frameworks. Additionally, the role-holder will have responsibility under a matrix management arrangement for roles based in faculties.

As Deputy Divisional Director, the role-holder would assume line management of all Divisional staff, in the absence of or under delegated authority from the Director of Students, Education and Academic Services. The role-holder will also have significant budgetary responsibility.

Key contacts

Internal: All senior University staff and particularly, Pro-Vice-Chancellor (Education), Chief Administrative Officer and Secretary, Director of Strategic Planning and Governance, Deans of Faculty, Heads of academic department, Faculty Managers, Departmental professional services staff, Director of Recruitment, Admissions and International Development, Provost (Student Experience, Colleges and the Library), Directors of Professional Services Divisions, Students' Union and students, all divisional teams in Student and Education Services (SES) Division

External: Sector networks such as AUA and ARC; External regulatory bodies and agencies such as OfS, UKVI, QAA, HESA, PSRBs, GMC, SLC; internal and external auditors, staff and students at collaborative partner institutions, nationally and internationally

Role Purpose:

The role purpose of the Academic Registrar is to lead and drive continuous improvement in the effectiveness, efficiency and quality of processes and service delivery to students, staff and other stakeholders, through collaborative partnership with faculties and departments and, where appropriate, with colleges and partner institutions.

The purpose of this role is to instil high levels of professionalism in the delivery of Education Services that parallel or exceed sector good practice. The role is pivotal in setting and maintaining a high performance culture focused on the student experience and in developing engagement and collaboration with stakeholders.

The purpose of the role is also to work collaboratively with other senior roles in the Division to build consistency and efficiency across the Division's various student advisory services and to align such services with those delivered in colleges, faculties and departments so they deliver for the user under all circumstances. Whilst the role-holder will not formally line manage some of the services delivering advice and guidance to students, they will have responsibility for aligning such services across the Division in collaboration with the Division's other senior leadership roles.

The Academic Registrar will act as Deputy Divisional Director for the Director of Students, Education and Academic Services.

Key responsibilities:

1. To provide strategic leadership for the University's Education Services provided by the Registry and Academic Standards and Quality teams, ensuring that functions, processes and people are effectively organized and resourced within the Division, and also aligned to equivalent functions and processes in faculties, departments and strategic partners;
2. To exercise corporate leadership alongside the Director of SEAS to ensure that Education Services are planned and delivered in line with the University's strategic plan and performance is measured against appropriate KPIs;
3. To build and develop a highly-skilled and effective workforce that are ambitious in delivering high quality services to students and staff at Lancaster and across strategic partners;
4. To promote and lead effective ongoing change across Education Services to ensure the delivery remains responsive to user needs, exploits latest digital solutions, is underpinned by robust data and verifiable evidence and promotes staff wellbeing;
5. To develop, build and maintain strong business partnership working with faculty and departmental staff to ensure systems and processes are user-centric, compliant and supported by good governance;
6. To develop strategies, processes and regulations to safeguard and assure the quality of the University's degree awarding powers in the UK and overseas and to provide effective and efficient administration of partnerships;
7. To actively seek and forge tactical synergies and alliances across teams within and outside the Division for the benefit of students and other stakeholders, through alignment of staff roles and skills and agreement of key responsibilities;
8. To act as the senior partner to the PVC Education, Dean for Academic Quality and other stakeholders in supporting curriculum development through the Institute for Curriculum Enhancement;
9. To oversee compliance with all external statutory and regulatory requirements, particularly in relation to UKVI, HESA, SLC, OfS, CMA, OIA, data protection etc, as they relate to the scope of the role;
10. To ensure that the student disciplinary (including Bullying, Harassment and Sexual Misconduct), fitness to practise and academic appeals processes are operated fairly and consistently and that there are rigorous and explicit linkages between these processes and those supporting student wellbeing;
11. To ensure that IT systems and digital services are effectively deployed and integrated to provide innovative solutions and efficient, user-centric services that offer value for money;
12. To ensure that the Division's student advisory services are designed and improved through regular and systematic user feedback and are harmonized with services to students delivered elsewhere in the University;
13. To ensure that institutional data are used effectively to improve service delivery and, where necessary, ensure new systems for data capture and user feedback are developed;
14. To provide strategic leadership of all functional delivery of Education Services, including:
    a. Student registration, fee billing and student records management
    b. Student attendance and monitoring systems
    c. Student assessment progression and awards
    d. Student systems and data quality, statutory data returns
    e. Academic timetabling
    f. Immigration compliance
    g. Strategic partnerships
    h. Student conduct
    i. Programme and module approval and monitoring

  j. External examiner management
  k. Academic regulations, policies and procedures
  l. Student feedback systems

15. To chair/lead University-wide working groups as required and to attend University committees as required;

16. As Divisional Deputy Director, support the Director of SEAS in the areas of:
  a. Planning and budgeting
  b. Engagement across and outside the Division
  c. Staff development and talent management
  d. Health and safety and risk management
  e. Workforce and succession planning
  f. Emergency and contingency planning
  g. Oversight of divisional groups and meetings, including the SES Leadership Team

17. Support the Director of SEAS in ongoing organizational development of the SES Division;

18. To build strong external networks to keep abreast of sector-wide issues and respond as necessary, in consultation with the Director of SEAS.