

Registry Operations Coordinator

Department:	Registry Operations, Student and Academic Services Directorate
Grade/ Salary:	Grade 5, £34,925 - £39,297 (pro-rata)
Contract Type:	Fixed term
Hours:	35 per week (Full time)
Location:	New Cross, London (hybrid, 2 days on campus)

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our [Disability & Individual needs](#) page. We are happy to supply information in alternative formats for disabled applicants. Please contact hr-recruitment@gold.ac.uk to make your request.



Department of Registry Operations

The Student and Academic Services Directorate is the part of Goldsmiths Professional Services that leads on the development and provision of outstanding student facing services. The directorate is responsible for ensuring that every student at Goldsmiths has an excellent student experience. The Registry Operations and Registry Systems and Data team are part of this directorate.

The Registry Operations team lead operations which support the student lifecycle, including enrolment, fees and funding, attendance, assessment, as well as changes to student status.

Job description

Reporting to: Registry Senior Coordinator, Registry Operations Manager

Summary:

Registry Operations Coordinators provide senior administrative support and coordination for operations and projects within Registry Operations. While a Registry Operations Coordinator may be assigned predominantly to one service area within Registry Operations you are likely to have opportunities to gain experience across various teams and projects as needs arise. Adaptability to such needs and an ability to learn new tasks quickly will contribute to your personal professional development within a central professional services department in the College.

Main duties:

- To develop an understanding of the role of the Student Experience Directorate and the Registry Operations Team within the College in order to apply that knowledge and understanding to prioritise tasks effectively and to provide excellent customer service.
- To understand, comply with, and contribute to the continuous improvement of, the policies, procedures, and guidance that are important elements of the

Student Experience Directorate's confidential work in, for example, the areas of records, fee status, examinations, and award verification.

- To advise colleagues from across the College about policies and good practice, and respond to their enquiries, both orally and through clearly written communications.
- To process case work relating to extenuating circumstance applications, evaluating applications and determining outcomes within the policy and regulatory frameworks.
- To conduct investigations and compile evidence and supporting documentation and determining outcomes for stage one appeal processes
- To support in person examinations, timetabling and operational management.
- To manage student records and assessment profiles, entering marks, progressions and classification outcomes. Ensuring data quality and accuracy and compliance with regulations and policies.
- To use, with proficiency and accuracy, data and software as required for operational tasks. Typically, these tasks may include tools to generate reports on student data; manipulating and formatting data in Excel spreadsheets; using the student records system; SharePoint systems for committee work; calendar, e-mail, and other office application software to a high standard.
- To provide administrative and secretarial support for relevant meetings (including Boards of Examiners) as required. Typically, these tasks may include scheduling and arranging meetings; acting as first-point-of-contact for members' queries; coordinating and distributing documentation; effective collaboration with the Secretary and Chair as appropriate.
- To work effectively within a team environment to deliver both individual and group tasks. Typically, these tasks may include: administration of, and support for, enrolment; student records, attendance monitoring, assessments and provision of transcripts.
- To work with the wider College community to ensure up-to-date and consistent practices are followed when utilising systems (e.g. student records systems and virtual learning environments) to undertake both day-to-day functions and higher-level processes such as reporting and extracting data, ensuring accuracy of data and identifying and resolving issues.
- To receive, investigate and resolve low-level complaints and address service setbacks, exercising judgement and escalating to line manager where required.

- To take responsibility for own performance and development, agreeing clear performance objectives, maintaining up-to-date knowledge and reflecting on own performance.
- To work flexibly as part of a team, supporting others in times of high volume activity. Participating in and coordinating new starter inductions. Covering staff absence and deputising for the line manager as and when required.
- To take personal accountability for the data quality of student records, ensuring records are accurately maintained in accordance with the College's protocols.
- To ensure all work is carried out in a professional and timely manner, with appropriate confidentiality and sensitivity. Maintain up to date knowledge of the data protection requirements and support Freedom of information and subject access requests.
- You will be required to undertake any other duties as may reasonably be required.
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity.
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy.

Person Specification

Detailed below are the types of qualifications, experience, skills, and knowledge which are required of the post holder. Selection will be made upon evidence of best fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application, you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form

I = Interview

T = Test

C = Certificate

R = Reference

P = Presentation

	Category
Essential Criteria 1 - Qualifications	
First degree or equivalent experience	A, C, I
Desirable Criteria 1 - Qualifications	
Professional Development courses	A,C,I
Essential Criteria 2 - Experience	
Experience of working in an education environment	A,I,R
Experience of stakeholder management, ability to work with a broad range of stakeholders in a professional and assured manner	A,I,R
Experience of working in a busy environment, with high service use and competing deadlines.	A,I,R
Experience of using a Student Records System to perform a range of administrative activities and functions across the student lifecycle	A,I,R
Desirable Criteria 2 - Experience	
Experience of making extenuating circumstance assessment	A,I,R
Experience of writing meeting summaries or minute taking	A,I,R
Essential Criteria 3 – Knowledge	
Good working knowledge of Microsoft packages and confidence in learning new packages and systems	A,I,R
Knowledge and understanding of core academic and administrative functions in higher education.	A,I,R
Essential Criteria 4 - Skills	
Excellent communication skills and ability to draft accurate correspondence which concisely conveys complex information.	A,I,R
Ability to manage large datasets, identifying exceptions within them and take relevant action based on established policies and processes.	A,I,R
Ability to manage stakeholder relationships persuasively in a professional and assured manner	A,I,R
Excellent organisation skills with the ability to plan over an academic cycle.	A,I,R
Methodical, detail oriented and flexible in an approach to work, maintaining a high level of accuracy	A,I,R

Collaborative and relationship-oriented approach to teamwork	A,I,R
Comfortable with adapting to change, driving own professional development	A,I,R
Desirable Criteria 4 - Skills	
Experience of using SharePoint, MS Teams	A,I,R

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on or before the first day of appointment.

Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Maternity, paternity, shared parental leave and adoption leave and pay
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to University of London facilities such as [Senate House Library](#)
- Membership of Staff Diversity Networks: (Dis)Ability, Goldsmiths Race Equality Group, LGBTQ+, Menopause, Parents and Carers, Women at Goldsmiths. (Staff are also encouraged to join networks as Allies should they wish to do so rather than as members)

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about

Thank you for your interest in working with us, we wish you all the best with your application.