

Registry Systems and Data Manager

Department:	Registry Systems and Data, Student and Academic Services Directorate
Grade/ Salary:	Grade 7, £44816 - £49106
Contract Type:	Permanent
Hours:	35 per week (Full time)
Location:	New Cross, London (hybrid)

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.



Registry Systems and Data

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 systems and Data team has responsibility for developing, maintaining and supporting the use of student-focussed business critical systems. These systems and processes support the student and staff experience across the full student life cycle.

Job description

Reporting to: Head of Registry and Systems
Reports: Student Systems and Data Support Analyst, Student Data Quality Analyst, Student Systems and Data Administrator

Summary:

The role holder will manage a small team with responsibility for developing, maintaining and supporting the use of student-focussed business critical systems, including the provision of management information for internal and external stakeholders. These systems and processes support the student and staff experience across the full student life cycle.

The role holder will be expected to be a point of authority on Goldsmiths' student-focussed business critical systems and will be responsible for ensuring the day-to-day continuity of system operations, as well as overseeing process improvements and fostering a culture of continual improvement across the Student Administration.



Main duties:

- Actively contribute and engage with the aim of the continuous improvement of student-related data quality and integrity. This includes working collaboratively with colleagues across the Student Administration and the wider University community to ensure data is accurate and consistent and enables reporting across systems.
- Proactively work with colleagues across the Directorate and throughout the University to ensure a cohesive, effective, and informed Student Experience service and teams.
- At all times to comply with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, and College and Service information handling procedures.
- At all times to carry out your responsibilities with due regard to the College Code on Equality and Diversity / Dignity at Work Policy.
- In addition, 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

Specific Duties:

- Manage a pro-active, service delivery oriented, effective team, which is well connected with the work and goals of services who use the student systems and data.
- In line with the institutional strategy support the Head of Registry and Systems to manage the development, integration and operational enhancement of student systems, to maintain the provision of service to students and staff, and ensuring that the University complies with relevant statutory and legal requirements or institutional policies.
- Maintain an expert knowledge of the College's Student Records systems and how they integrate with other business critical systems in order to support business processes, provide management information and meet external reporting requirements.

- Develop ongoing sector research of IT-related developments within higher education to contribute analysis and assessment of new academic, administrative and external policies from the perspective of their impact on student systems, and developments that may be required.
- Support the management and delivery of key and critical events such as enrolment, welcome week, examinations and graduation as required by working closely with the colleagues responsible for the delivery of these events to ensure that student systems and data requirements are in place.

Planning and Organising

- Support the Head of Registry and Systems in the planning and management of process improvements or new functionality, working with change and improvement programmes in identifying training needs, producing risk assessments and user documentation
- Manage the operational Student Systems and Data activity in a way that demonstrates consistency and clarity approach to tasks, in testing scripts, documentation, development, system process design, assessing system access permissions
- Working with the Head of Registry and Systems conduct first stage business, or systems function gap analysis, utilising project management and business mapping tools. Working with IT&IS business analysis and technical teams to develop and deliver timely and robust student improvement focussed system functionality

Service Delivery

- Along with the Head of Registry and Systems develop and monitor performance indicators to ensure and be able to demonstrate that the services provided by the team are of required quality and efficiency
- Oversee the annual business tasks procedures for the maintenance, reporting, roll-forward and verification functions of the Student Records System. Ensuring that they are fully documented, planned, scheduled and that the team are trained and able to support these key functions
- Manage and oversee the building of the curriculum within the Student Records System, ensuring that processes are in place, are timely and in line with programme

validation processes, working closely with colleagues working in Quality Assurance.

- Deliver a timely, responsive and proactive triaging service of 1st line support for business systems users, ensuring the Systems and Data team have the knowledge and skills to understand issues and fix, or refer on to the correct areas for resolution
- Act on the escalation of systems and data issues, working closely with IT&IS teams to prioritise and resolve functional and integration errors impacting on business processes
- Ensure Systems Reference data held within the Student records system is robust and reliable, and participate in external audit processes.
- To be familiar with the HESA requirements and able to support the resolution of issues relating to data collection and data errors. Maintain an understanding of statutory reporting and how statutory returns impact upon league tables and Teaching Excellence Framework (TEF)
- Work with the Data Quality Analyst to ensure the delivery of accurate and high quality reports and management information in a timely manner.
- Manage, motivate and encourage direct line reports. Providing support and guidance and ensure that general HR procedures, such as Personal and Professional Development Reviews (PDR), are undertaken in accordance with the College's policy. You will be required to undertake any other duties as may reasonably be required

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 **C = Certificate**
I = Interview **R = Reference**
T = Test **P = Presentation**

	Category
Essential Criteria 1 - Qualifications	
First degree/equivalent	A, C, I
Professional qualifications or significant, relevant work experience gained in a series of progressively complex roles	A,I,C
Desirable Criteria 1 - Qualifications	
Project management qualification	A,I,C
Essential Criteria 2 - Experience	
Demonstrable experience in the application of IT systems, in particular, use of relational database management systems, student record systems.	A,I,R
Experience of working within UK higher education administration and experience of using student record systems or related systems	A,I,R
Experience of creating business intelligence reports to provide accurate management information data	A,I,R
Experience of business process reviews and identification of systems and process improvements.	A,I,R
Desirable Criteria 2 - Experience	
Experience of leading and managing a team.	A,I,R
Experience of project managing systems related projects effectively.	A,I,R
Experience of successfully leading process improvements within the higher education sector.	A,I,R
Essential Criteria 3 – Knowledge	
Knowledge of student record keeping systems and CRM systems	A,I,R
Knowledge of project management principles and business process mapping tools/techniques.	A,I,R
Desirable Criteria 3 - Knowledge	

Essential Criteria 4 - Skills	
Excellent written communication skills, with the ability to produce comprehensive and clear documentation for all levels of seniority	A,I,R
Excellent verbal communication and interpersonal skills, with the ability to relay complex information in an accessible way.	A,I,R
Excellent interpersonal skills and the ability to manage stakeholders effectively at all levels within an organisation.	A,I,R
Excellent organisational skills with the ability to delegate effectively and prioritise activities of the team.	A,I,R
Excellent problem-solving skills and ability to employ creativity to develop innovative and effective solutions to challenges.	A,I,R
The ability to respond to changing needs and priorities of stakeholders.	A,I,R
Attention to detail.	A,I,R
Excellent reasoning, negotiating and influencing skills, with the ability to put forward recommendations and solutions in a confident, evidence-based way	A,I,R
Ability to enthuse, motivate and encourage others.	A,I,R
Desirable Criteria 4 - Skills	
Advanced IT skills.	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.