| Registry Administrator | |
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| Reporting to: | Registry Manager |
| Working Hours: | 37.5 hours per week |
| Salary: | £25,729 - £28,796 per annum |
| Scale: | PC S3 points 16-20 |
| Annual Leave: | 26 electable days, 8 statutory days and up to 5 efficiency closure days at Christmas |

## Job Purpose

The Registry Administrator is responsible for providing high-quality administrative support across the student lifecycle, ensuring the accurate and timely management of learner records, enrolments, funding, and related registry processes. The postholder will maintain the integrity of student data, support compliance with funding and regulatory requirements, and deliver excellent customer service to learners, colleagues, and external stakeholders. Working collaboratively across college teams, the Registry Administrator will contribute to an efficient, responsive, and learner-focused registry service according to service standards.

To provide excellent customer service through efficient advice to allocated curriculum divisions relating to ProSolution, timetables, registers, enrolment, amendments, and ensuring all aspects of student record activities are undertaken in a timely way, according to service standards.

To process student related data across the following college income streams:

- Full time courses
- Part time courses
- HE Courses
- Apprenticeships

## Duties and responsibilities of the job

1. Main Duties

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| a. To process student related data across all income streams as agreed with the Registry Manager. |
| b. To support in more specialist processes and functions as required by the Registry Manager, e.g. timetabling, exams, communications, and online enrolment. |
| c. To provide flexible cover to support data administration at times of peak workload. |
| d. To take individual responsibility for the accuracy of the student data and undertake data corrections ensuring the appropriate evidence is stored for audit purposes. |

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| e. | To provide excellent customer service and communication by giving consistent guidance, instruction, and information and by leading student records focused items with curriculum. |
| f. | To liaise with Curriculum Managers to support accurate data recording, and to advise on data interpretation to improve decision making. |
| g. | To assist the Registry Manager to continually develop and promote new practices, efficient working methods, and to ensure that best use is made of technology as it develops. |
| h. | To support the audit process by ensuring that all student data and amendments and employer responsive records are supported by the appropriate evidence and that all records are maintained and actioned in accordance with service standards. |
| i. | Provide a professional, pro-active support service at all times. |
| j. | To provide a professional and prompt response to student, parent, and staff enquiries both in person, by telephone or by correspondence. |
| k. | Provide support with invigilation of exams and student interviews. |
| l. | Provide administrative support to other parts of the college as agreed with the Registry Manager. |
| m. | To support and help with the organisation of college events, taster days, student interviews, enrolment, and induction events. |

*2.* Quality Improvement

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| a. | Support audits to ensure that all students are enrolled, registered, and claimed on the correct qualification aim(s) to support timely success. |
| b. | Support the response to complaints and work with Curriculum Managers/ Directors to reach a timely and effective resolution, using the college policies and procedures. |

*3.* Continuous Professional Development

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| a. | Participate in staff development activities to support Continuous Professional Development (CPD) and keep a Professional Development Portfolio (PDP) to evidence personal development and impact on practice. |
| b. | Actively participate in the College performance management processes, including appraisals to support personal and professional development and enhance progression. |

*4.* Other responsibilities and duties

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| a. | To undertake any further duties commensurate with the grade and responsibilities of the post allocated by the Line Manager or a member of the SMT. |
| b. | To adhere to appropriate College policies including (but not limited to) safeguarding, equity & diversity, and health and safety. |
| c. | To attend events/shows and assist the cross-College team for these events - this may include some weekends and evenings from time to time. |
| d. | To undertake any other reasonable duties from time to time commensurate with the grade of the post as requested by the SMT or Principal. |

Qualifications / Skills / Knowledge / Qualities

At Plumpton College we are:

- Ambitious and Progressive
- Enterprising

- Professional
- Passionate about everything we do
- Supportive

| Essential criteria for the post |
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| A full Level 3 qualification in IT, Customer Service, Business Administration, or other relevant subject. |
| GCSE English & Maths at grade C/4 minimum. |
| Excellent IT skills including a familiarity with MS Office. |
| Experience of database input work across more than one database programme i.e. timetabling software, and ProSuite. |
| Able to demonstrate data accuracy and timeliness. |
| Ability to comprehend and effectively summarise complex information. |
| Previous experience of working to a high standard in administration or support. |
| Excellent communication and interpersonal skills, able to present ideas and communicate information confidently and effectively. |
| Excellent organisational skills. |
| Able to work independently and as part of a team. |
| Experience of organising own workload and prioritising tasks accordingly. |
| A self-motivated, positive, and pro-active attitude. |

| Desirable Criteria |
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| Experience of working with ProSuite. |
| Knowledge of funding in the education sector, HE, and Advance Learner loans. |
| Knowledge of GDPR and Safeguarding issues. |
| Experience of working with data in an educational environment. |
| Experience of timetabling. |
| Experience of working with awarding organisations for registrations, queries, and claims – specifically Pearson and City and Guilds. |

## CONDITIONS OF EMPLOYMENT

### Working Hours

Basic working hours are from 0830hrs to 1700hrs Monday to Friday, but some flexibility will be required to meet the needs of the business. This is an all-year-round post. There will be some evening and weekend working required to support department and whole college events where there will be a requirement to attend.

### Annual Leave

The holiday year is from 1 September - 31 August each year. The annual leave entitlement for this role is 26 working days, 8 bank holidays and efficiency days as stipulated by the Senior Management Team. Annual leave is bookable subject to business needs and should be planned and agreed with your Manager. Annual leave is requested, booked and managed through iTrent, our online HR and payroll system.

## Continuous Professional Development (CPD)

This post will be entitled to CPD for updating, personal and professional development. All CPD must be planned, agreed, and booked with your Line Manager.

## Benefits

The candidate appointed to the post will automatically become a member of the LGPS Scheme and pay contributions as determined by annual salary levels. The pension scheme includes life assurance cover, and the College will also pay a contribution towards your pension. There is also free car parking and a competitively priced dining room service.

## Equality and Diversity

Plumpton College is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and eliminating unfair discrimination on any basis. This means that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

## Criminal Record Check via the Disclosure Procedure

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as 'spent'. There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made, you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and "spent" convictions, cautions, reprimands, or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government faculty lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The post-holder cannot begin employment with the College until the DBS Disclosure Certificate is received and considered by the Principal.