



Registry Officer

Job specification, July 2025

Job description

Employment status and working hours

Permanent, full time for 35 hours per week.

Full time hours at the University are 35 per week with the standard working pattern Monday to Friday from 09:00 to 17:00.

Place of work flexibility

Horizons based: The majority of your working week will be spent at our office in Reading and the rest at your home*. The exact split of days/hours is negotiable but must include a minimum of **three** working days each week in Horizons on the core days (Tuesday, Wednesday, Thursday). The office closes on Fridays. You can attend the office on Mondays if you have worked the three core days. *Working from home is only possible if your environment is suitable (see Attachment).

Department and team

Education and Students, Assessment, Results and Awards.

Line manager

Sarah Tanton, Assessment, Results and Awards Manager.

High level summary of job role

As a Registry Officer, you will play a vital part in ensuring a high-quality student experience by coordinating and administering key assessment-related processes with accuracy, efficiency, and integrity. This role is essential in maintaining student trust in academic procedures, ensuring compliance with university policies, regulatory requirements and upholding high academic standards.

With a strong focus on service excellence, you will be responsible for student records and assessment administration, ensuring that assessment outcomes are processed fairly, accurately, and in a timely manner. By collaborating with internal and external stakeholders, you will contribute to the seamless delivery of assessment operations, supporting student progression and success. You will also be involved in addressing student queries, facilitating key academic processes such as mitigating circumstances and academic misconduct cases, and ensuring that assessment-related decisions are clearly and transparently communicated.

Through meticulous attention to detail and a commitment to continuous improvement, you will support institutional goals for student success while ensuring the integrity of assessment processes and compliance with sector standards.

Specific job role accountabilities and responsibilities

- Acquire and maintain a good knowledge of university Policy and Regulations.
- Ensure consistency of approach and the sharing of best practice across the wider Academic Registry team and wider institution.
- Address student queries with compassion and clarity, both in writing and over the phone. Provide accurate and empathetic responses to ensure students feel supported and understood.
- Coordinate the processing of assessment results, ensuring accuracy and timely updates to student records.
- Coordinate the moderation process, including assessment, module, and borderline reviews.
- Monitor the progress of marking and moderation, ensuring adherence to standards and timelines.
- Address and resolve queries and issues raised by markers and moderators.
- Coordinate clarification on feedback to students as needed.
- Ensure the timely release of assessment and module results to students.
- Coordinate and administer the academic misconduct process, ensuring compliance with university policies.
- Coordinate and administer the mitigating circumstances process, ensuring fair and timely processing.
- Support the student disciplinary procedures, ensuring compliance with university policies.
- Prepare information and data for review by external examiners and manage the logistics of Board of Examiners meetings.
- Ensure the timely and accurate update of student records with decisions made by the Board of Examiners.
- Be responsible for the accurate printing and distribution of diploma supplements and certificates, always maintaining high quality standards.
- Administration of the assessment, award, and certificate production within a defined criteria for academic prizes.
- Support the CMI audit process, ensuring compliance with relevant standards.
- Support the administration of EPA assessments.
- Address and resolve issues related to assessment processes and student records.
- Provide phone cover and support for other teams as needed.
- Respond to, and action, requests for student records, ensuring timely and accurate responses.
- Support with graduation administration including ensuring timely and accurate responses from the Graduation inbox.

Other important features of the job role

- Line management responsibilities: None.
- Budget responsibility: None.

- In this role you will liaise with the following: Academic Quality Unit, Academic Operations, Business Development, Education and Students department, Finance, Learning Technology, Student Services, Technology and Systems.

Person specification

X in the table below indicates whether the person requirement is essential or desirable, plus how the requirement will be assessed during the selection process:

A = Application; I = Interview; T = Test.

Qualifications and training	Essential	Desirable	A	I	T
GCSE Maths and English Language Grade C or 4 or above	X		X		
Further or higher education level qualifications		X	X		
<i>Please be aware that as part of onboarding processes, we will seek original documentary evidence of the relevant academic and/or professional qualifications which you include within your job application.</i>					
Previous experience	Essential	Desirable	A	I	T
Delivering high quality customer service	X		X	X	X
Administrative experience	X		X	X	X
Working with student or customer records system/database		X	X	X	
Working within Higher Education or compliance		X	X	X	
Skills, knowledge, and aptitudes	Essential	Desirable	A	I	T
Attention to detail, ensuring high levels of accuracy	X		X	X	X
Strong written and verbal communication skills	X		X	X	X
Ability to establish positive and effective working relationships with staff at all levels and across a broad range of areas	X		X	X	
Ability to prioritise and respond effectively to competing demands	X			X	
Digital skills: We use MS Office which includes Teams, Outlook, Word, Excel, and PowerPoint	X		X	X	X
Ability to listen and take advice or direction from colleagues	X			X	
Ability to respond positively to varied workload	X			X	
Willingness to learn new technologies and processes	X			X	

A positive and enthusiastic team player, with the ability to adapt readily to changing circumstances and take ownership of tasks	X			X	
Commitment to continuous improvement	X		X	X	
Ability to set personal and professional goals and work towards achieving them	X		X	X	
Other requirements or special requirements	Essential	Desirable	A	I	T
Alignment to the University's core values of Passion, Integrity, Excellence and Support; all employees are expected to demonstrate our values at work: https://www.ube.ac.uk/work-for-us/join-the-team/	X			X	
Commitment to delivering positive outcomes for our students; we want our students to be successful	X			X	
You must be prepared to undertake mandatory online training should you be appointed including Data Protection, Health and Safety, Safeguarding, Prevent, and EDI	X			X	
Willingness to engage with professional development in alignment with the AHEP competency framework	X			X	

Pay and benefits

- Salary range £24,000 to £26,000 per annum.
- 26 days paid holiday (rising to 28 with service) **plus** paid bank/public holidays **plus** up to five paid closure days (typically between Christmas and New Year); all per holiday year Full Time Equivalent. Our holiday year runs from 1 August to 31 July. We also have a holiday buy and sell scheme in place. Sometimes the University does not need to close for five days per year and any balance (for example one day), can be used as a paid Wellbeing Day to take time out for your own physical or mental health.
- Pensions auto-enrolment to the People's Pension which is a default salary sacrifice scheme. You may opt out of salary sacrifice but remain in the scheme, or you may choose to opt out altogether.
- Policies in place for all types of family-friendly statutory leave with enhanced pay available from day one of employment for some leave types.
- Wellbeing support and full access to the Employee Assistance Programme, as well as the Thrive Mental Wellbeing app. Several employees are trained Mental Health First Aiders and can support staff.
- Cycle to Work and Electric Vehicle salary sacrifice schemes and access to Tax-Free Childcare (Government scheme).
- For Horizons based roles, we may in the future be able to offer parking on site however you must not assume this will be possible. Every now and then we may have a spare parking

space become available and you can ask to join the waiting list. The University is keen wherever possible, to encourage staff to commute as sustainably as possible.

- Life assurance (death in service) cover.
- Employer-funded Health Cash Plan (Simplyhealth) and voluntary dental insurance (Unum).
- Charity giving options available including one voluntary paid day, per annum.
- As a University of the Built Environment employee you will have access to Microsoft Office 365 applications for personal use. You will also have access to range of lifestyle discounts (savings on everyday purchases) and access to learning platforms.
- On the Join the team page of our website, you will find the full list of employee benefits.

Application process

How to apply

All job applications must be sent to **recruitment@ube.ac.uk** and if you apply via a jobs board, please make sure you have sent all required documents otherwise we will be unable to consider your application. If you apply on the recommendation of an existing University of the Built Environment employee, please make sure to mention their name within your application. A **complete** job application consists of the following:

1. An up to date curriculum vitae.
2. A covering letter or email message outlining your suitability for the role.
3. A completed Recruitment Check Form which is available from the current job vacancies page of our website.

We are committed to driving forward our sustainability agenda to secure a sustainable future and our long-term ambition is to be the world's most sustainable University. We recommend you visit our website to find out more about our Sustainability Strategy:

<https://www.ube.ac.uk/sustainability/>

Informal discussion / Other enquiries

If you are unsure whether to apply, perhaps because you do not meet all essential criteria, we encourage you to call the hiring manager to discuss this further (details below). If you are excited by this vacancy do not rule yourself out; it still might be worth applying. For an informal discussion about the role please contact Sarah Tanton on 01189214760 or email s.tanton@ube.ac.uk. For any other enquiries please contact HR on 0118 467 2454 / 2433 or email recruitment@ube.ac.uk

Closing date and next steps

We will receive applications until the advert closes on **Friday 01 August at noon**. We will not consider late applications. HR will screen all applications in person and all applicants will receive a response confirming the status of their application. We value the time taken to make a job application and the interest shown in the University. Applications may be reviewed prior to the closing date and occasionally, you may be invited to interview ahead of the closing date.

Interview details

Dates for interview will be advised to you later in the process. Please indicate on your Recruitment Check Form any dates you cannot make, up to 4 weeks from the closing date; this helps us to plan interviews should you be shortlisted, prior to contacting you.

Interviews are normally carried out over Microsoft Teams or Zoom. Depending on the job role and place of work, your interview may be at our Reading office. Please be prepared for a two-stage interview process, held on different dates. As part of the interview process, you will likely meet a member of the Senior Leadership Team.

Note for internal candidates

If you are an existing University of the Built Environment employee, we request you inform your current line manager of your intention to apply for this role.

Note to recruitment agencies

We are **not** using agencies for this vacancy, and we cannot accept any candidate submissions. Please do not contact us as we can only repeat this message.

Equality, diversity, and inclusion

Here at University of the Built Environment we champion equality, diversity, and inclusion in our workforce. We celebrate diversity and the strengths it brings to our staff body, our student community and our Board of Trustees, recognising that people are key to our success. Our aim is to attract, develop and retain a diverse workforce, therefore we welcome and encourage applications from all backgrounds.

Pre-employment checks

University of the Built Environment undertakes thorough pre-employment screening as part of its recruitment process. Given we have contracts with Government offices, we make sure our checks comply with the Baseline Personnel Security Standard (BPSS). Checks will include identity, right to work, basic disclosure criminal record check, and three years of employment history.

Attachment: Homeworking

We are a flexible employer and flexibility is built into our different place of work options. As such, it is reasonable to ask employees to adhere to some general principles, requirements, and conditions when working from home. Flexibility must offer value to both you and the University.

General principles

- You must undertake an online Display Screen Equipment (DSE) assessment and repeat this at such intervals as may be instructed by the Facilities Management Team. The purpose of this is to look after your health and safety at work. You will be asked to provide a photo of your home workstation setup.
- You must adhere to our IT Security and Data Protection policies at all times.
- You must be accessible to colleagues during your normal working hours and keep your Outlook Calendar up to date.
- Line managers are expected to be accessible to their team during working hours.

Requirements and conditions

- When working from home, this must be within the United Kingdom for UK employees.
- Your homeworking environment must be suitable and professional at all times. It must be private and confidential to you, free from interruptions and noise, and away from other household members.
- You must have sufficient space on your home workstation in which to safely and securely house the technology and equipment required for your work. It must not be accessible to any other household member at any time. It is not appropriate to work from a sofa or other location which is not in keeping with presenting a professional work environment. Opting to use the blurring function on Teams/Zoom is not an acceptable workaround.
- You must provide, at your own cost, a secure and reliable internet connection which allows you to work as effectively as if you were in the office; this includes undertaking video and audio calls and connecting permanently to the VPN.
- In the case of known broadband outage you should plan to work at the Horizons office or elsewhere, noting that elsewhere must still meet the place of work requirements. Should you be unable to do either of these options, you will be required to take holiday. In the event of unexpected outage, you should discuss with your line manager whether you need to find an alternative place of work or take holiday.
- If you do not have space to accommodate these requirements or your circumstances change, you are not permitted to work from home and need to consult your line manager and HR.