

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Registry Improvement Manager

## **College/Department**

Registry

## **Location**

Kedleston Road, Derby

## **Job Reference Number**

0566-21

## **Salary**

£38,034 to £51,430 per annum

## **Reports To**

Academic Registrar

## **Line Management Responsibility**

No

# **Job Description and Person Specification**

## **Role Summary**

The Registry Process Improvement Manager will lead a review of Registry processes and systems supporting the delivery of taught and research programmes at the university of Derby. They will be a key member of the Registry Leadership Team and play a key role in delivering the Registry Vision which is to: provide an outstanding service to all our users and to be thought leaders in our fields of expertise, developing research informed practise. Registry teams work collaboratively with stakeholders to deliver a high-performance culture that promotes wellbeing, diversity and opportunity for all, supporting excellent student experience.

The post holder will be the Academic Registrar’s representative on several working groups with responsibility for influencing and steering activity to achieve University and College targets for student experience, compliance, and management control. They will be expected to challenge and support in equal measure, to be independent minded, attuned and committed to College and University success.

The role holder will need to acquire knowledge of all relevant College and University activity and related data/business intelligence to apply analytical skills and thought leadership to influence, change and represent Registry in corporate forums. Underpinning the role will be the need to ensure that relevant data, processes and documentation are optimised for the efficiency and effectiveness of student performance, consistent with external agency regulations and compliant with the requirements of University policies, procedures and audit.

## **Principal Accountabilities**

### **Registry Activity**

1. As part of the Registry leadership team, work collaboratively to create a talented and motivated workforce that have the ambition and capabilities to deliver a sector leading high performance culture that promotes wellbeing, diversity and opportunity for all, essential in providing the best possible student experience.
2. Work with client areas to interpret, articulate and deliver their requirements for the short, medium and longer term.  Deliver high-quality diagnostics, interventions and solutions, enabling client areas to effectively meet their needs.
3. Support College and University leaders with regular funding and data horizon scanning to better understand the nature and pace of change in the sector and identify potential opportunities, challenges, and likely future developments.
4. Develop collaborative ways of working across The Registry, ensuring that governance and best practice is intrinsic in all working practices.
5. Actively develop collaborative relationships and partnerships with College leadership teams, academic colleagues and other Professional Services to ensure that the needs of the College are being supported with a particular focus on supporting the following strategic priorities: a. TEF b. NSS c. REF d. Retention and achievement e. Graduate Employability
6. Ensure that relevant data, processes and documentation are optimised for the efficiency and effectiveness of student performance, consistent with external agency regulations and compliant with the requirements of University policies, procedures and audit.
7. In conjunction with other member of the Registry Leadership Team drive and shape a Registry service which is focused on agreed principles of service excellence to assure consistent quality provision for students and staff that facilitate their success.
8. Provide expert advice, support and guidance on shaping and implementing organisational change and business process improvement.
9. Engage in external professional networks, keeping up to date with knowledge and developments in the FES, Higher Education and wider education sectors. Research practice in other settings to help inform proposals for improvement and change.
10. Manage budgets as necessary in line with the University’s financial regulations.

### **Specific project support**

1. To be responsible for the successful management of the review through the entire life cycle from identify through transition and into post-delivery review, working effectively with colleagues across the University to ensure project delivery is on time, on budget and to the satisfaction of the end-user.
2. To work closely with internal and external stakeholder groups to ensure expectations are effectively managed and communications are timely and effective; this entails working to build and maintain excellent relationships within the University and external consultants and agencies.
3. Liaise with key stakeholders to understand their requirements, both current and future. Manage expectations within the scope of project; influencing, facilitating, and leading on design to meet current and future operational requirements.
4. Identifying, analysing and interpreting complex data and evidence, making recommendations for process improvements or new service opportunities.
5. Facilitating the creation and validation of process maps to describe both ‘as is’ and ‘future state’ service / business processes.
6. Ensure actions, issues, risks and queries are effectively managed by identifying the challenges and obstacles to successful delivery. Develop activities to address and adapt to concerns.
7. Using work packages/other management tools project mange the whole project through to closure.
8. Ensure that communication plans are implemented and all project participants are kept informed and connected.

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* Degree or relevant experience.

#### **Experience**

* Experience within a Higher Education provider
* Excellent interpersonal and communication skills (both verbal and non-verbal)
* Flexible, responsive and business orientated approach, with experience of regular problem solving and ability to prioritise
* Proven analytical and data interpretation capability
* Experience of successfully delivering process change and improvement within a Higher Education environment
* Excellent report writing and numeracy skills
* Excellent organisational skills, and effective time and workload management
* Managing multiple projects that deliver pan organisational change
* Negotiating with stakeholders in respect of project resources and delivery
* Leading project teams within a time limited, task focused environment
* Producing succinct, well-argued reports and narratives
* Leading in the setting up and ongoing delivery of standard project management governance activity, e.g. risk and issue management, budgetary control, benefit management, quality assurance as well as tracking actions, decisions, and dependencies
* Controlling change to scope and approach through a robust change control process
* Tracking projects through plans to suit the audience and need from detailed plans through the high-level project plans for senior stakeholders
* Defining robust, evolving, and supportive project organisations, including the delivery of regular and high-quality project board meetings and reports

#### **Skills, knowledge & abilities**

* Engaging and influencing at a senior level across a business
* Excellent knowledge and understanding of PeopleSoft
* Experience of delivering projects in higher education/education sector
* Use of Microsoft SharePoint and Teams as a repository for project documentation
* Excellent oral, numeracy, data analysis and written communication skills
* Innovative and creative with an ability to translate complex data to non-technical users
* Excellent IT skills, particularly in MS Excel
* Strong facilitation and collaboration skills
* Diligent, accurate, and committed to delivering high quality outputs
* Excellent organisational, time and management skills, with the ability to co-ordinate and manage multiple tasks, whilst also having the flexibility to respond effectively to changing demands and priorities
* The ability to take a proactive approach to work displaying tenacity and curiosity establishing themselves as a key business partner for colleagues across the University
* Strong, results-focused leadership skills, with the ability to engage, enthuse and inspire team members

#### **Business requirements**

* There is no direct line management responsibility
* Work occasional additional hours in order to meet deadlines
* Full time role
* Ability to appropriately administer and manage sensitive information

Strong ability to evidence leading by example on organisational values, attitudes and behaviours

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)