

### **Job Description**

*This job description does not form part of the contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time: job holders will be consulted over any proposed changes before implementation.*

<b>Job title:</b>	Faculty Registrar
<b>Reports to:</b>	Academic Registrar
<b>Grade:</b>	Level 1
<b>Location:</b>	Faculty-based, but required to carry out duties at all University sites, as needed

### **PURPOSE**

To lead a comprehensive and professional academic and student support service that establishes and maintains an effective interface between the University's and Faculty's management and governance structures, integrating the two as appropriate, including support and advice to the Dean and other senior members of Faculty leadership on matters relating to the implementation of policies, procedures and systems for academic and student administration.

To work in partnership with academic and Corporate Services colleagues in delivering high quality services to support the academic and student lifecycle in all aspects of the Academic Registrar's Department, including governance and quality assurance as applied to Faculty matters. The postholder will also be expected to undertake tasks or projects outside of the Faculty and lead/manage/co-ordinate matrix teams comprising staff from within the faculty/Corporate Services/across the University to deliver specific outcomes over fixed timescales, from time to time.

### **PRINCIPAL ACCOUNTABILITIES**

The post holder will:

1. Lead a comprehensive and professional academic support service that establishes and maintains an effective interface between the University and Faculty's management and governance structures, integrating the two as appropriate, including support and advice to the Dean and other senior members of Faculty leadership on matters relating to the implementation of policies, procedures and systems for academic and student administration, working in partnership with academic and Corporate Services colleagues in delivering high quality services to support the academic and student lifecycle in all aspects of the Academic Registrar's Department, including governance and quality assurance as applied to Faculty matters.
2. Direct and liaise with Corporate Services Departments providing support and services for the Faculty, including academic and resource planning, contributions to statutory returns, provision of key management data and analysis, e.g. KIS data, student progression data, market information, workforce planning information etc; KPI monitoring of achievement of faculty and university objectives, and managing and drafting submissions and responses to University and external bodies on issues affecting the Faculty. The postholder will promote effective relations between academic departments and Corporate Services at all times.

3. Manage the Business Continuity Process (BCP) for the Faculty in partnership with the Dean and Faculty Executive Group in keeping with University BCP policy and processes.
4. Lead the effective and efficient operations of Faculty academic and student administration ensuring they remain fit-for-purpose in support of Faculty objectives and identifying opportunities for improved service delivery and implementing necessary changes to effect successful outcomes. The postholder will ensure compliance with relevant University policies and procedures and alignment of Faculty academic and student administration with University protocols and delegation and manage a significant operating budget in accordance with University protocols.
5. Manage the administration of Faculty governance, including ensuring the governance of Faculty committees and their sub-groups operate within the parameters of delegated authority from the University and the provision of appropriate secretariat support and documentation.
6. As a member of the Faculty's Senior Executive Group, the post-holder will make a significant contribution to the development, delivery and monitoring of strategic and operational faculty plans, including maintaining the Faculty's Risk Register and student number planning, in accordance with University schedules, processes and procedures.
7. Ensure the provision of appropriate support for research students after admission, working closely with all relevant support units including HR Development, as appropriate.
8. Lead and manage the teams of Faculty Support staff ensuring that all relevant people management policies are effectively implemented in accordance with good practice line management, brand values and leadership and management competencies. Through the PPDR process, the postholder will ensure that appropriate service standards are set, engaging and motivating staff to achieve maximum performance and flexibility through clear lines of accountability and responsibility, maintaining up-to-date and fit for purpose job profiles. The postholder will provide a role model to all team members through demonstrating commitment to, and accountability for, developing the capabilities of themselves and their staff, completing all agreed personal and professional development activities, recording all relevant information on the PPDR platform. The postholder will also be responsible for ensuring appropriate team development activities and ensure that staff engagement issues are addressed and underperformance is effectively managed.
9. As a senior member of the Academic Registrar's Department, contribute to the development of Corporate Services objectives and service standards which align with the core academic activities of the Faculty within the framework of University policies and procedures, proactively driving change in the CS Group and the University by; ensuring staff participate in development and change activities; embracing and using continuous improvement tools (*Investors in People* and *Customer First*) to set challenging standards and improve delivery through their implementation, and modelling commitment to the University brand. The postholder will work collaboratively with other Faculty Registrars and colleagues elsewhere in the HE sector to benchmark, develop and share good practice with other senior professional staff.

10. Support and/or represent the Faculty and/or Corporate Services at key committees and events, as directed by the Academic Registrar, undertaking tasks outside of the Faculty, for example, servicing a University working party or committee, and/or leading, managing and/or contributing to matrix teams delivering specific project outcomes inside or outside the Faculty/University on fixed timescales and within budget, from time to time.
11. To undertake such other duties within their competence as may be requested by the Academic Registrar from time to time.

## **CONTEXT**

As a senior member of the Department, under the leadership of the Academic Registrar, and as part of a team of Faculty Registrars, the Faculty Registrar will drive continuous improvement in the provision of academic and student administration services across the University.

The roleholder will also work in partnership with the Dean, senior academic staff and members of other Corporate Services units to provide excellent academic and student administration services within the Faculty. The post-holder will make a significant contribution to matters of operational and strategic planning and faculty governance, and will be expected to support the Dean in his/her University level responsibilities, including providing input to papers and presentations where necessary.

The Corporate Services Departments work collaboratively within one resource envelope to contribute to the continuing success of the University. Recent reviews and restructures have taken forward a long term aim to work within a matrix structure that enables flexible deployment of staff, as and when needed. Pro-active and participative approaches to administration are encouraged, and all senior management postholders are expected to work collaboratively with networks of staff across the University, fostering good relationships across departmental boundaries, to support applicants and students. Good working relationships between departments are viewed as essential to the provision of a quality support service for students and other staff, both within the University and in all of its networks.

All Departments are expected to think creatively about the effectiveness of the University's administration and to initiate change and innovation in accordance with the needs and expectations of Westminster as a modern, professional, international university. Key to the success of the professional support functions is the need to continue to develop positive, forward-looking, relationships with academic colleagues and to foster a service ethos whereby efficient, effective and consistent support frameworks, policies and processes are developed in partnership with academic colleagues; innovation is supported and encouraged, and all activities support the achievement of University objectives by enhancing the quality of the student and staff experience.

The Corporate Services Group is Investors in People (IiP) accredited, and has achieved the National Customer First standard. It has endorsed a charter which identifies standards of conduct that all staff in Corporate Services are expected to observe. The post holder will be expected to deliver a high quality service and exhibit the highest standards of professional conduct and performance ensuring these are reflected in staff teams. The post holder will also be expected to set standards of professional conduct in line appropriate professional membership and competencies frameworks.

## **DIMENSIONS**

- Line management responsibility for at least 2 direct reports and indirect responsibility for the leadership of a number of other staff under the University's matrix structure, and regular internships, with a staffing budget in excess of £500,000.
- Non-pay budgetary responsibility for between £8,000 to £20,000 (dependent on size of Faculty, and subject to review annually).
- Occasional responsibility for the deployment of project budget(s) and/or associated financial records.
- Member of Academic Registrar's Department Management Team.
- The Faculty Registrar is recruited, initially, to work in one Faculty, but may be asked to move to another, or elsewhere within the University, for operational and/or professional development purposes. All appointments are made on the understanding that staff will serve at any of the University sites.
- The University operates seven days a week and some services are open in the evenings and weekends. The post-holder will be expected to be available during key times such as enrolment and assessment. Occasional out of hours working will be required as part of the role.

## **KEY RELATIONSHIPS**

Deans of Faculty

Heads of Academic Departments and other senior academic staff

Corporate Services Associate Directors and staff with particular responsibility for the Faculty

UW Students Union – CEO and sabbatical officers

Professional bodies

Partner colleges and external networks

## PERSON SPECIFICATION

	Essential criteria	Desirable Criteria
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• A relevant first degree or equivalent practical experience that demonstrates relevant levels of knowledge and skills.</li> <li>• Membership of a relevant professional body (e.g. AUA or ICSA) and evidence of continuous professional development</li> <li>• A management qualification or evidence of participation in a relevant management development programme or equivalent practical experience that demonstrates relevant levels of knowledge and skills.</li> </ul>	<ul style="list-style-type: none"> <li>• A relevant higher degree or professional qualification</li> </ul>
<b>Training and Experience</b>	<ul style="list-style-type: none"> <li>• Proven experience of operational planning within the higher education sector and of interpreting policy into workable operational activity</li> <li>• Demonstrable understanding of strategic planning within the higher education sector and of interpreting strategy into workable implementation objectives</li> <li>• Demonstrable commitment to excellent levels of service to internal and external clients and students</li> <li>• Proven experience of researching and drafting complex and detailed documents for a range of audiences</li> <li>• Experience of high-level committee work, support and follow-up</li> <li>• Demonstrable experience of building effective working relationships and exercising initiative, tact and discretion in dealing with highly sensitive and confidential matters</li> <li>• Clear evidence of political acumen and proven ability to influence, negotiate with and inspire colleagues to act towards a common purpose as a means of achieving desired outcomes</li> <li>• Experience of successful team development and management in a senior role, including performance management and professional development</li> <li>• Evidence of successfully supporting the implementation of cultural change objectives or bringing about behavioural change</li> <li>• Understanding of the legislative context and framework within which the University operates</li> <li>• Demonstrable experience of budget planning and management</li> <li>• Evidence of managing in multi-cultural environment and willingness to research and compare practices across HE and other sectors</li> <li>• Competent in the use of Microsoft Office software applications</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of project management processes and practices</li> <li>• An understanding of the UK HE Research environment</li> <li>• Proven experience of strategic planning within the higher education sector and of interpreting policy into workable operational activity</li> </ul>

<b>Aptitude and abilities</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills, with the ability to establish rapport and liaise effectively with colleagues, students, and external clients</li> <li>• Ability to write coherent, focused and concise reports, minutes and policy.</li> <li>• Ability to think and plan strategically with an awareness of political contexts whilst ensuring that the services are effectively delivered.</li> <li>• Ability to comprehend and communicate statistical information effectively</li> <li>• Proven ability to build, lead and manage a team successfully to deliver high quality services</li> <li>• Ability to effectively deliver conflicting priorities and challenging workloads by maintaining focus on agreed objectives and deliverables, whatever the circumstances, and monitoring progress against targets.</li> <li>• Ability to work flexibly, taking account of new information/changed circumstances and modifying understanding of a problem or situation accordingly.</li> </ul>	<ul style="list-style-type: none"> <li>• High level analytical abilities using numeric and text documents</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Must shares and exemplify University values.</li> <li>• Personal credibility and authority and a persuasive approach</li> <li>• Commitment to personal and professional development for self and others</li> <li>• Good leadership qualities and drive.</li> <li>• Integrity and independence of judgement</li> <li>• Tact, sensitivity and diplomacy dealing with a range of stakeholders at all levels.</li> <li>• Resilient managing in rapidly changing operating environments and comfortable with ambiguity</li> <li>• Adaptability and the flexibility to remain agile and responsive to new challenges.</li> <li>• Comfortable working both in a team, and individually on a discrete portfolio of work</li> <li>• Preference for openness and transparency</li> <li>• Preference for collaborative working</li> <li>• Positive about the benefits of change</li> <li>• Patient and persistent</li> <li>• Self-confident</li> <li>• Efficient and reliable</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Willingness to travel to and work at all University sites</li> <li>• Willingness to work outside normal working hours</li> </ul>	