

CANDIDATE PACK

Student Lifecycle Officer

Academic Registrar's Department

UNIVERSITY OF
WESTMINSTER 



OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



OUR PRIORITIES

The University's 2022-2029 strategy, *Being Westminster*, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

Design, Creative and Digital Industries

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Information Systems and Support
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services

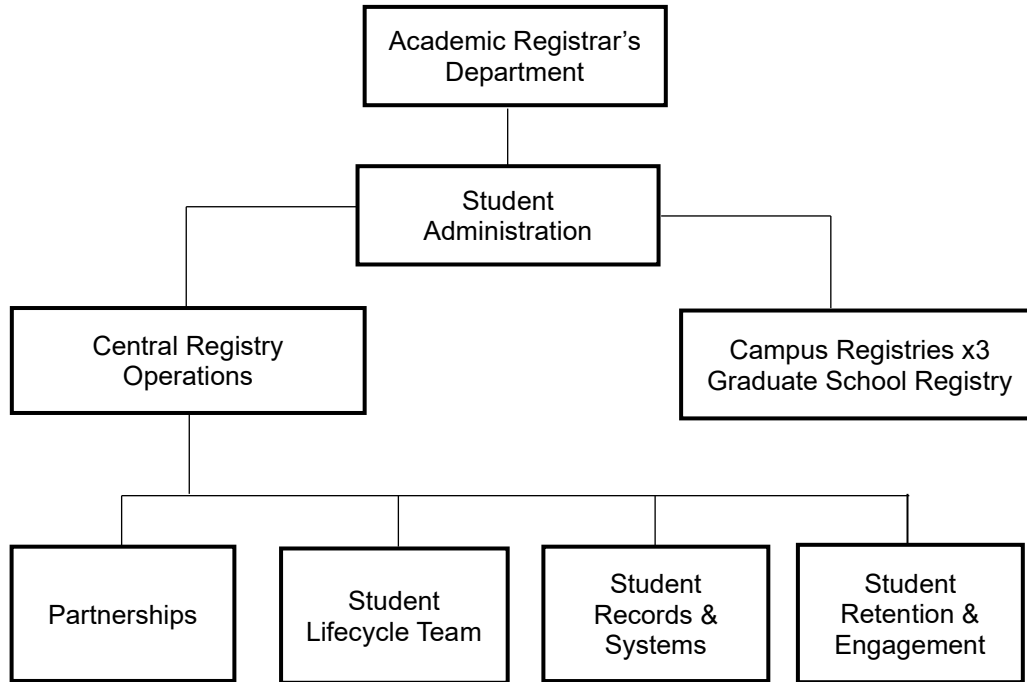


DEPARTMENT / TEAM

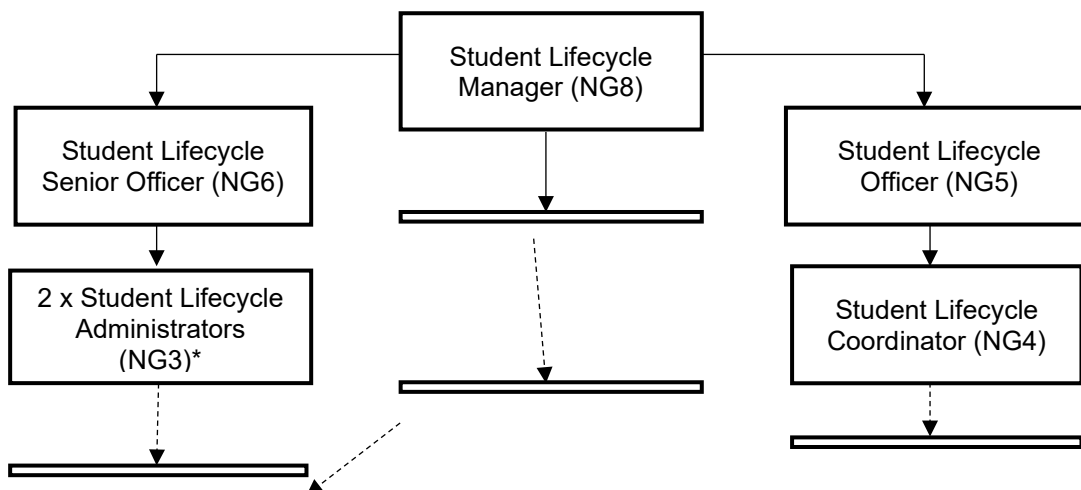
Organisational Structure

The post is located within the Student Administration Department which is part of the Academic Registrar's Department. The postholder will be based in the Student Lifecycle Team may be required to work at other campuses from time to time.

Student Administration Department



Student Lifecycle Team



Key

----- = Line management

- - - - - = Supervisory responsibility

* The Student Lifecycle Administrators are line managed by the Student Lifecycle Senior Officer but are also supervised by the Student Lifecycle Coordinator in terms of specific activities in the Student Lifecycle.

JOB DESCRIPTION

Job Title: Student Lifecycle Officer

Reports to: Student Lifecycle Manager

Department: Academic Registrar's Department

Grade: NG5

ROLE PURPOSE

The Student Lifecycle Officer is based within the Academic Registrar's Department and is responsible for managing the delivery of module registration and examinations. This centrally based role will ensure the delivery of a professional student focused service to support the delivery of these core University wide activities which impact significantly on the student experience. The postholder will work closely with Registry colleagues in the three College Registries based at Fitzrovia, Harrow and Marylebone campuses.

PRINCIPAL ACCOUNTABILITIES

1. Manage the University business processes for the administration of examinations and module registration working collaboratively with campus registries, to ensure that a cohesive calendar of work is developed and delivered, including oversight of local examination and module registration processes.
2. Supervise the Student Lifecycle Coordinator, ensuring they receive appropriate training and development to deliver their role effectively and provide excellent customer service.
3. Produce the University Examination Timetable for all assessment periods, ensuring compliance with regulations and policy and a positive student experience. Work with campus registries to make the best use of the University estate to ensure that local needs are met.
4. Lead the delivery of University module registration processes including the development of University procedures and coordinating on-line communications in liaison with campus registries. Ensure the provision of a robust and timely system for module registration which has a positive impact on the student experience.
5. Supervise the Student Lifecycle Coordinator in the creation of newly validated module course diets, ensuring appropriate liaison with the Timetable Manager, Quality and Standards Officers and the campus registry Senior Student Administration Officers.
6. Lead the coordination of examination invigilation across the University, producing invigilation schedules, providing training and supporting documentation for all invigilators and management of the payment process for invigilation.



7. Forecast and track in year exam expenditure (invigilation, booklets, clear links and training) keeping activities within budgetary constraints and report on expenditure to the Student Lifecycle Manager as required.
8. Ensure that all invigilation and examination colleagues are briefed on examination procedures to ensure these are managed appropriately, including the process for reporting irregularities and academic misconduct to the Quality and Academic Standards Team.
9. Coordinate the production of all examination hall paperwork with campus registries including examination scripts, attendance sheets and incident report forms, in accordance with agreed procedures.
10. Coordinate, in liaison with the Disability Learning Support team, the complex and varied individual assessment arrangements (IEAs) for students with disabilities ensuring compliance with the Equality Act. Work with the campus registries to ensure the consistent and timely implementation of these arrangements across the University. Be responsible for monitoring resource required for supporting IEAs and prepare an annual report to be submitted to relevant committees and working groups.
11. Responsible for the coordination of examinations which take place abroad, including liaison with the British Council and overseas collaborative partners, ensuring guidance about our rigorous University standards is available to all partner organisations. Support the Student Lifecycle Coordinator to provide clear information for students on eligibility and procedures for sitting examinations overseas.
12. Develop appropriate systems and processes to ensure the effective delivery of module registration and examinations and ensure that these are reviewed on a regular basis with relevant colleagues. Contribute to the development and review of related policies and procedures and ensure their effective implementation across the campus registries.
13. Lead and participate in relevant working groups and business process review groups in relation to module registration and assessment.
14. Manage the effective communication of student administration activity for assessment and module registration to key stakeholders including academic and Professional Services colleagues, students, candidates of external bodies, via appropriate means and media such as Blackboard, the Student Hub, SharePoint and the external website.
15. Undertake any other duties as appropriate within the remit of the grade from time to time as required by Senior Managers.



CONTEXT

The Academic Registrar's Department (ARD) is responsible for the academic administration of the University. It has an establishment of around 100 colleagues. The ARD mission statement was adopted in 2014/15 and updated in 2018/19 is outlined below:

The Academic Registrar's Department will be recognised for excellence and professionalism in leading the University's academic administration and academic governance functions. As a team of specialist professional practitioners, through the provision of expert advice and the ownership and management of holistic and efficient administrative processes and policies we will meet our responsibilities by:

- *Assuring academic standards and enhancing academic quality through the effective management of the University's academic infrastructure.*
- *Supporting the strategic leadership and delivery of learning, teaching, and assessment.*
- *Delivering a seamless student journey through the administrative lifecycle from enrolment to graduation and beyond, wherever appropriate using technology to improve efficiency, remove barriers and provide solutions that will allow stakeholders to access our services wherever and whenever is convenient to them.*
- *Ensuring the quality and integrity of all student and course related data, and developing effective and efficient data management and related business processes; and*
- *Ensuring the effective delivery of College activities, events, and processes through the provision of professional support to Heads of College and their senior teams.*

Our work will enhance the student experience through anticipating and responding to student need and putting the student's expectations at the heart of all that we do.

The Academic Registrar's team is comprised of three main areas: Student Administration, Quality and Standards, and College Operations. The Student Administration Department is led by the Deputy Registrar (Student Administration) and comprises

- Central Registry Operations (Partnerships, Student Engagement & Attendance, Student Lifecycle, and Student Records and Systems)
- Local Campus Registries (Fitzrovia, Harrow and Marylebone)

The postholder will be one of two Student Lifecycle Administrators providing administrative support to these functions and activities.

The team comprises the following 6 colleagues:

- Student Lifecycle Manager
- Student Lifecycle Senior Officer (Enrolment, Graduation & Certification)
- Student Lifecycle Administrator (2 posts)



- Student Lifecycle Officer (Module Registration & Examinations)
- Student Lifecycle Coordinator

DIMENSIONS

The postholder will be required to work in the Central Registry Operations team and across the different campuses from time to time to ensure the effective delivery of module registration and examination processes.

The postholder has responsibility for a non-pay budget of c. £100k and responsibility for supervising the day-to-day work of the Student Lifecycle Coordinator which will include the recruitment, training and payment of approximately 240 invigilators across the three examination periods.

University examinations timing and sizes are as follows:

- January: 227 exams held over 4 sites (c.15,000 candidates)
- May: 565 exams held over 4 sites (c. 23,000 candidates)
- July: referral period (c. 7,000 candidates)

Module Registration timing and sizes are as follows:

- September: c. 8,000 new students register for option modules
- January: c. 700 new students & 200 continuing students register for option modules
- April: c. 7,300 continuing students register for option modules.

Certificates, Transcripts and Verifications

- c. 10,000 per annum (Certificates & Transcripts for in-year graduates)
- c. 11,000 per annum with an average of 45 per day. (Alumni documents and verifications sent direct to graduate or via third party requests)

At certain busy times of the year (for example during enrolment, examination, assessment, graduation and course modification periods), it may be necessary for ARD colleagues to work outside normal working hours, including occasional weekends, and annual leave may be restricted during these times. Any additional hours worked will be compensated in accordance with the University's overtime policy.

All ARD colleagues may be required to help support any ARD activity according to business need, whether or not that activity forms a core part of the role holder's job description.

The University requires all postholders to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

KEY RELATIONSHIPS

- Student Lifecycle Team
- Senior Student Administration Officers (Campus Registries)
- Student Administration Coordinators (Campus Registries)
- Course Administrators (Campus Registries)



- Quality & Academic Standards Office
- Exam Invigilators
- Overseas Examination Centres
- Academic colleagues
- Timetabling Team
- Payroll and Human Resources
- Estates



PERSON SPECIFICATION

QUALIFICATIONS

Essential

- Graduate or demonstrable equivalence of analysis and interpretative abilities.

Desirable

- Membership of an appropriate professional body.

TRAINING AND EXPERIENCE

Essential

- Substantial experience of Higher Education administration preferably in registry or student administration function.
- Highly competent in the use of digital student record systems.
- High standard of numeracy and literacy.
- Highly IT literate with excellent MS Office skills
- Experience of assessment administration and working with examination timetables.
- Understanding of the need for consistency in implementation of policy and procedure across the University.
- Experience of developing processes to ensure professional and regulatory standards are maintained and developed.
- Experience of implementing policies, procedures, regulations and published guidance.
- Experience of manipulating and analysing data to resolve problems and inform decision making.

Desirable

- Experience Advanced user of SITS.
- Knowledge of current issues in the HE sector.
- Experience of compiling reports for a range of audiences.
- Experience of interpreting regulations.
- Experience of supervising/line managing others.

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Strong oral and written communication skills.
- Comfortable working as a member of a team.
- Excellent attention to detail
- Excellent communication and interpersonal skills, showing an ability to persuade and motivate a range of customers



- Ability to establish good working relationships with colleagues, students and external organisations
- Ability to work in an efficient and organised manner with the ability to prioritise and handle multiple tasks
- Strong attention to detail
- Ability to use tact and discretion when working with sensitive and personal issues.
- Proven commitment to customer care.
- Ability to use own initiative and consider the wider context and implications when problem solving.
- Self-motivated with a flexible positive attitude
- Ability to work well under pressure on own initiative and as part of a busy team
- Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.



HOW TO APPLY

To apply for this vacancy, please visit our [vacancies page](#) where you will be able to download our application form template. You will then be requested to complete a quick registration before being able to upload completed application form and any supporting documentation.

Applications should include:

- A concise statement in support (ideally no longer than two pages), addressing the criteria in the Person Specification and motivation for applying.
- You may also include an up to date curriculum vitae.
- names and contact details of two referees (although referees will only be approached at offer stage).

The deadline for receipt of applications is midnight on 06 October 2024

Interviews will take place on either 23rd or 24th October 2024.

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

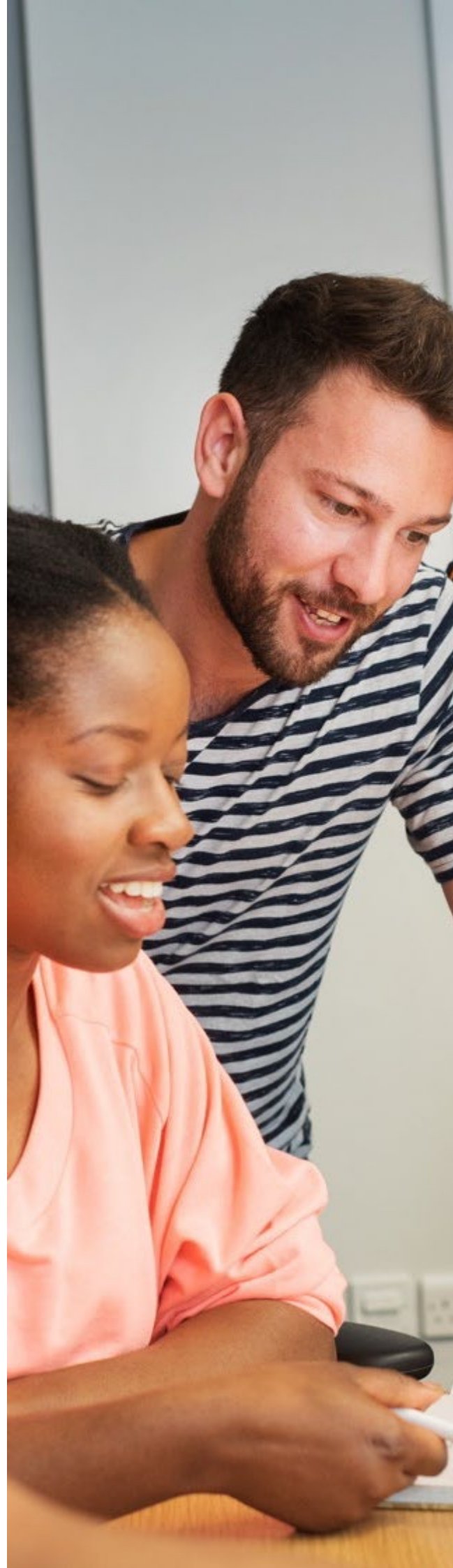
The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.



OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





[westminster.ac.uk](https://www.westminster.ac.uk)

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