



UNIVERSITY OF
GLOUCESTERSHIRE

Academic Registrar



Welcome

The University of Gloucestershire has a rich history dating back to 1847, since which time the institution has gone from strength to strength, achieving degree-awarding powers in 1992 and University title in 2001. With campuses in the beautiful spa town of Cheltenham and historic cathedral city of Gloucester, we are home to a diverse and vibrant community which offers our staff a welcoming and professional environment to fulfil their personal and professional goals and our students a place to learn, grow, and make lasting connections.

We are a community committed to our students. We aspire to enable every student to achieve their potential, through outstanding support for their learning and providing them with a broad and rich experience, preparing them well for rewarding lives and successful careers.

At the University we have an ambitious growth plan for the next decade and we see ourselves as an institution deeply embedded in our place, working for the long-term good of society and our local community. To accommodate our growth, we are developing a large city centre vacant department store in Gloucester, into our new community-based City Campus to run courses for 4,000+ students.

We have recently published our 2022-2027 Strategic plan which is focused around five goals, supported by four thematic ambitions. These ambitions are not outcomes but are the threads that inform and guide everything we do, making up our University's distinctive identity and character. We are proud of our recent achievements, and the graphic below highlights some of these over the period of the last strategic plan 2017-2022.



Our mission:
**Founded on
values, centred on
students, focused
on learning**

Our vision:
**Changing our
world, so you can
change ours.**

As a university we want to:

- Transform lives
- Make our community and world a better place
- Be pioneers and leaders for sustainability



Our values:

Integrity

Nurture

Ambition

Curiosity

Sustainability

Our core values determine our approach in everything we do. We take the wellbeing and development of our staff, as well as the future of the planet, into consideration at each step along the way.

Belonging

As an organisation we are creating an inclusive environment where students and employees feel empowered to share and

learn about each other's culture, heritage, and identities. To support this, we run a range of events and networks to encourage conversation and create awareness. To deliver our commitment to Equity, Diversity and Inclusion, and to continue to progress, we have launched our Belonging Strategy which encapsulates our goals for the next five years.

We are committed to building a diverse and inclusive staff community and actively encourage applications from currently under-represented sections of our workforce. We are proud to be a Disability Confident Leader and recognised as an 'Inclusive Employer' by Inclusivity Works.



Enrolled
18,933
new
students



including
2,340
in Nursing
and Allied
Health

75%

growth in
apprenticeships

Increased our
**STEM COURSE
OFFER**
to
**40% OF
OUR
PORTFOLIO**

12
courses with a
100%
satisfaction
rating



Our students rank us
better than other
universities for
academic support,
learning community,
careers, welfare and
employability (NSS)

THE UK'S MOST (People and Planet League 2019)
SUSTAINABLE UNIVERSITY



**COMMITTED TO NET
ZERO BY 2030**

Our Growth Hub has
supported more than

8,000
businesses

THE GROWTH HUB

& turnover growth
of

**£398
MILLION***

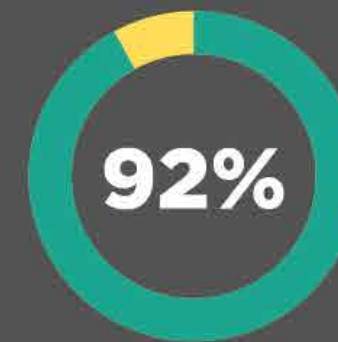
across
Gloucestershire

*since 2014

More than

3,000

student work placements
and internships each year,
leading to...



92%
of our graduates
going into
employment or
further study,
with...



getting jobs in
Gloucestershire

Ranked 16th
in the UK for
graduates in
employment after
5 years

17,618

students have graduated with
first and higher degrees



Doubled the size and
range of our research for
**RESEARCH EXCELLENCE
FRAMEWORK 2021**

One of the first 32 universities to sign up for
the **Student Minds Mental Health Charter**

**student
minds**



£91MILLION INVESTED

in teaching, learning and living
spaces, including a new
Gloucestershire Business School,
and the purchase of the
Debenhams building in Gloucester
to create a new **City Campus**

Won
Small Business Charter
accreditation



Message from Dr Matthew Andrews, Pro – Vice Chancellor, Governance and Student Affairs

The Academic Registrar occupies an important place in the life of the University. As a senior member of staff reporting directly to me, and a key member of the University Management Forum, the Academic Registrar is responsible for delivering excellence in academic administration across their portfolio to ensure the University can achieve its strategic ambitions.

Specifically, the Academic Registrar is responsible for delivering services to students, staff, and other stakeholders and in doing so:

- Driving efficiency in business processes for academic administration across their portfolio and working in collaboration with other teams to implement changes.
- Ensuring excellent use of IT resources to facilitate academic administration across their portfolio, including working with colleagues in Library, Technology, and Information (LTI) and other departments to ensure the continuous development of corporate systems;
- Delivering a customer-focused approach to academic administration that places student satisfaction at the heart of business processes and making sure that excellent customer service is experienced by each student, every time they engage with the Academic Registry;
- Enabling the University's academic schools and the Countryside and Community Research Institute (CCRI) to deliver growth in student numbers, including through existing provision, new and diversified provision, and academic partnerships.

To undertake these duties the Academic Registrar therefore needs to be highly proficient at identifying and implementing business process improvements, and

extremely IT literate combining skills with Microsoft Office applications (including Office 365) and the development of corporate systems. The Academic Registrar must also have experience of delivering student-facing business processes with a keen awareness of the need to deliver excellent customer service.

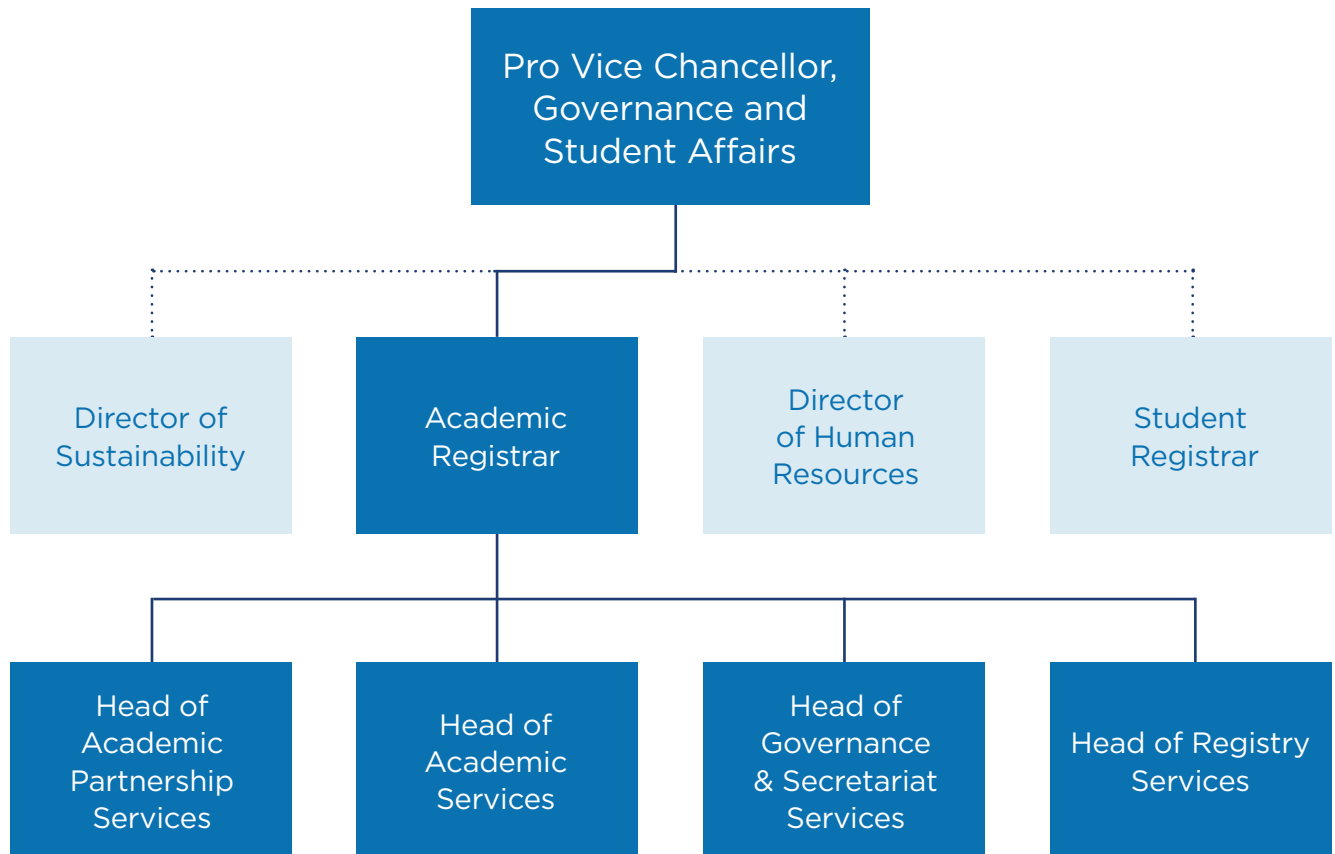
The Academic Registrar will be responsible for the following portfolio:

- Academic Partnership Services: partnership management and development within the UK and internationally.
- Academic Services: academic administration for the University's academic Schools.
- Governance and Secretariat Services: including governance, student complaints and appeals, data protection, and freedom of information.
- Registry Services: including student records, student immigration, examinations, graduations, and timetabling.

The Academic Registrar will be a member of the Senior Management Team of the Pro-Vice Chancellor Governance and Student Affairs, alongside the Director of Human Resources, the Student Registrar, and the Director of Sustainability. They will also work closely with other members of the University Executive and the University Management Forum more broadly.

The Director of Planning will be a key relationship to deliver process efficiency and the Director of LTI for developments with IT systems. The postholder must therefore be able to work flexibly and across management boundaries to deliver the University's strategic priorities.

Team Structure – reporting lines



Job description and person specification

Responsible to: Pro-Vice Chancellor Governance and Student Affairs

Core duties:

- 1.** To lead and manage all the staff within the Academic Registrar's portfolio to achieve high performance, morale, and motivation.
 - 2.** To demonstrate strategic direction-setting and ownership of academic administration.
 - 3.** To champion and improve equity, diversity, and inclusion through services to students and by creating and sustaining an inclusive workplace for all.
 - 4.** To develop and maintain excellent customer service across all functions of the Academic Registry.
 - 5.** To identify and undertake business process improvements in academic administration to ensure effectiveness and efficiency in the management of University programmes whether taught directly or through an academic partnership.
 - 6.** To ensure the continuous development of corporate systems for academic administration and innovation through the implementation of new systems.
 - 7.** To follow the University's project management and continuous improvement framework, and to help in its development and implementation.
 - 8.** To focus on the student experience, delivery of excellent customer service, and close liaison with colleagues in Student Services to create a seamless experience of one University for all Gloucestershire students wherever they study.
 - 9.** To personally manage a selection of relationships with a range of academic partners in the UK and internationally diplomatically and skilfully.
 - 10.** To oversee through Academic Partnership Services and where relevant personally establish, nurture, and expand high-quality, reputation-enhancing academic partnerships in the UK and internationally.
 - 11.** To liaise closely with Heads of Schools and the Director of CCRI in the pursuit of growth ambition targets, and ensuring the Academic Registry actively supports the delivery of new academic programmes.
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| 12. | To support portfolio diversification through swiftly implementing new academic administrative processes that keep pace with the evolving needs of the University's academic provision. |
| 13. | To ensure effective academic and corporate governance, working closely in support of the Pro-Vice Chancellor Governance and Student Affairs as the Secretary to Council. |
| 14. | To work as a key member of the University's Management Forum, to contribute to the strategic leadership and management of the University and contribute on a corporate basis to strategic matters affecting the University. |
| 15. | To track and remain engaged fully with national policy developments affecting the higher education sector as they affect the remit of the role. |
| 16. | To ensure delivery of a range of corporate functions, including freedom of information and data protection. |
| 17. | To chair such committees as may be necessary from time to time. |
| 18. | To represent the University on relevant national groups as agreed from time to time including the Academic Registrars' Council. |
| 19. | To take a leadership role on other institutional issues and projects assigned by the Pro-Vice Chancellor Governance and Student Affairs. |
| 20. | To undertake such other duties commensurate with the nature and level of the post as directed by the Pro-Vice Chancellor Governance and Student Affairs. |

This job description does not form part of your contract and may be amended from time to time. You may also be required to undertake alternative, additional, or ancillary duties from time to time as the University may reasonably direct.

Person Specification

Essential

- A first degree or equivalent qualification or equivalent work experience.
- Leadership in academic administration, including in some of the areas within the Academic Registrar's portfolio.
- Demonstrable track record in designing and delivering improvements and efficiencies in academic administration.
- A proven manager of multi-functional teams, including the management of managers.
- Business process review.
- Development of corporate IT systems.
- Delivering customer-focused services.
- You will evidence well-honed influencing skills as well as the tenacity and organisational sensitivity to drive a continued step change in academic administration.
- A strategic thinker, with a high degree of integrity and excellent judgement.
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- Able and willing to travel as required to visit academic partners in the UK and internationally.

Desirable

- A postgraduate qualification.
 - A formal project management qualification.
 - A successful track record of working with academic partners in the UK and internationally.
 - Management of large events, including graduations or similar.
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Terms of Employment and Benefits

Location: While the post is based on our campus at The Park, Cheltenham, the post holder may be based at any premises the University occupies and will be required to work at any University site or any other reasonable location where the University is undertaking its business.

Reports to: Pro-Vice Chancellor Governance and Student Affairs

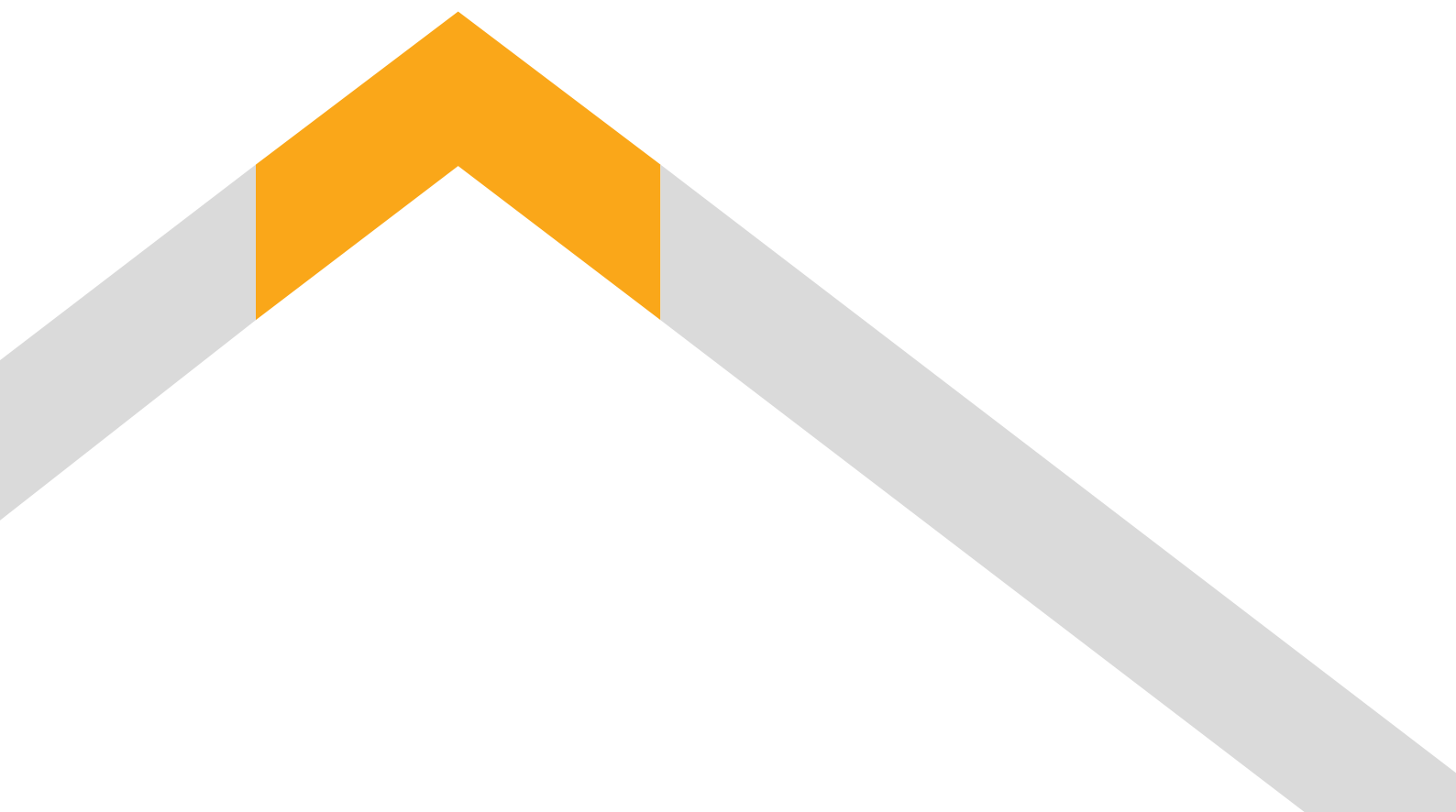
Responsible for: Head of Academic Partnership Services, Head of Academic Services, Head of Governance and Secretariat Services, and Head of Registry Services.

Salary: Grade 11 £71,645 – £78,270, depending on experience

Pension: You will be employed by the University of Gloucestershire Professional Services Limited (UoGPSL), or the University of Gloucestershire for staff with existing continuous LGPS or USS service.

Working hours: this is a full-time post. The ability and willingness to adopt a flexible approach to working hours and duties is expected, and you may be required to work additional hours from time to time to fulfil the requirements of your role and the needs of the department. It may be necessary to travel in the UK and abroad on behalf of the University for occasional short periods.

Holiday: Staff in UoGPSL benefit from 30 days plus any closure days and bank holidays.



Living and working in Gloucestershire

Gloucester: first put on the map by Emperor Nerva and having taken shape on the River Severn, Gloucester's Victorian Docks are packed with things to see and do. It is one of the fastest growing cities in the UK with over 60 languages spoken. We have a rich film heritage – Gloucester Cathedral was a backdrop in Harry Potter, while Puzzlewood in the nearby Forest of Dean has featured in many films including Star Wars: The Force Awakens. Rugby fans can also catch the action at Kingsholm Stadium, home to Gloucester Rugby.

Cheltenham: home of the famous Gold Cup and internationally renowned literature, science, and jazz festivals, opens its doors to 250,000 visitors each year. Dig a little deeper and you will find a buzzing student county steeped in sporting events, live music venues, dancefloors, cocktail bars, real ale pubs and amazing shopping. Cradled by the Cotswolds, there is a host of water-sports on the doorstep from canoeing to windsurfing



For more information visit:
www.visitcheltenham.com or
www.exploregloucestershire.co.uk

How to apply

For more information please visit <https://jobs.glos.ac.uk/wrl/> or contact Hayley Histed on hhisted@glos.ac.uk for an informal discussion

Applications should consist of a letter addressing the criteria in the person specification and a full curriculum vitae.

We are hosting a webinar on Monday 3rd October at 12 noon whereby Matthew Andrews will be discussing the role and you will have an opportunity to ask questions.* Please [click here](#) for the link to the call.

Closing date

Monday 10th October 2022

Shortlisting

Tuesday 18th October 2022

Informal conversations

Wednesday 26th October 2022
to 28th October 2022

Interviews

Thursday 3rd November 2022

*as this is a public event, if you would like to stay anonymous, please ensure your details are hidden before joining, you can do this via the setting hub on Microsoft Teams. Furthermore, if you were to post a question, there will be an option to select 'keep me anonymous'.



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The University of Gloucestershire is a company limited
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**Together we make
an unstoppable Team**