



ROLE PROFILE (2024)

Job Title	Registrar 3 days per week (0.6)
Pay scale and spinal points	M3 (£46865 – 49543) FTE
Reports to	Principal
Service area	Across College (based at the Midlands Campus)
Number of staff responsible for	4
Budget responsibility (£)	None

Purpose of Job: The College Registrar is the member of the senior Leadership team (SLT), responsible for advice and guidance on all student administration matters (including systems and processes), student misconduct and complaints. The registrar has oversight of the College's relationships with regulators and professional bodies including the OfS, the partner University, OIAHE and Student Finance England (SFE).
The Registrar has oversight of the management of the administrative staff who support this area.

Role Specific Responsibilities

- To manage and review academic and student regulations to ensure that the College remains compliant.
- To advise students and staff on academic matters relating to the policies and regulations of the College and the validating university.
- To manage all student complaints and collaborate with the University and Office of the Independent Adjudicator (OIA), where required.
- To oversee and lead on the management and collation of student data via the College's student information management processes and ensure that the data is available for internal scrutiny and action, as well as for external agents including HESA, OfS and GOsC.
- To oversee and manage teams as appropriate, to ensure effective student registration and enrolment processes.
- To supervise and manage the processes related to Exams, Award, Progression Boards and final Graduation.
- To collaborate with the Head of Education (HoE) to ensure that the quality processes relating to the student experience on course, are met via the sub-committee processes; and ultimately advise the Board.
- To oversee and ensure compliance related to the College's website content and compliance in all published materials including those produced for Open Days and Enquiry Packs.
- To support and provide input for the principal and other members of the senior leadership team (SLT), to manage the ongoing strategic development of the College.
- To have direct line-management responsibility for key senior administrative staff across the College, and oversight of the administrative teams.
- To produce and manage the College's Annual Calendar of data returns and key events.

- To be the College’s link person for communication with key external quality assurance agencies including the partner University, OfS, HESA & SLC.
- To attend and actively participate (physically or online), relevant cross-college and location specific meetings as directed, to provide input and act where required.
- To take responsibility for professional development and to attend College or University related training when appropriate.
- To report to and carry out other duties as agreed with the principal.

In addition:

- To embrace and promote the ethos and philosophy of the College as set out in its Mission Statement, Strategic Plan and Staff Handbook
- To ensure that standards and quality assurance mechanisms are upheld.
- To display appropriate interpersonal and communication skills which, by example, students will follow and adopt in professional life.
- To ensure that educational and professional standards as prescribed for the programme are adhered to.
- To attend and actively contribute to regular meetings including those that require representation at a senior management level.

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main priorities and typical areas of activity of the post holder. These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder.

Key Competencies:		
Personal Effectiveness	Leadership	Working in Partnership
<ul style="list-style-type: none"> • Positively influences the perceptions of people internally and externally about the College of Osteopaths. • Challenges a culture that values equality and diversity and ensures these are built into the delivery of services. • Serves as a role model for ethical and professional conduct of the highest level. • Challenges unethical or disrespectful practice within the organisation. 	<ul style="list-style-type: none"> • Ensures that there is a culture of continuous improvement and responsiveness to change. • Accepts ultimate responsibility for results of own area, whether positive or negative. • Leads others by example. • Encourages others to view change from the viewpoint of stakeholders. • Ensures there is a culture of continuous improvement and responsiveness to change. • Provides ongoing support. 	<ul style="list-style-type: none"> • Actively contributes to the creation of an open, and interdependent culture. • Consistently displays, through words and actions, a ‘one-College’ position. • Fully understands national and local influences on the organisation and their implications for the future delivery of services.

<ul style="list-style-type: none"> • Maintains composure in difficult situations or when faced with strong opposition. 	<ul style="list-style-type: none"> • and encouragement to all • Adapts leadership style to suit the situation 	
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Flexibility

- In order to assist the the College in supporting students on a part-time programme, there may be occasions when you will be required to attend at weekends, and/or evenings to participate in e.g. Sub-Committee Meetings, Open Days, Programme Committees and student clinical assessments. Such duties, however, will fall within the scope of the post, and be at the appropriate level.

Health and Safety

- To support the College in ensuring safe and efficient delivery of service by adhering to health and safety protocols and reducing risk.

The College’s Commitment to Equality

- To support the College’s commitment to equality of opportunity in the provision of the service the College delivers to students, patients, and the public.

Information Security (including use of IT)

- To protect the confidentiality, integrity, and availability of information; employees will comply with the College’s policies to cover IT use, electronic communication & government legislation on data storage & protection.

Safeguarding of Students Patients and the Public

- The College is committed to safeguarding students, patients, and the public. Safe recruitment of staff is central to this commitment, and the College will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to students, patients, and the public. All staff employed to work at the College must be competent.

PERSON SPECIFICATION

Qualifications Required

Type	Level required
Professional qualifications/memberships	
Education	Educated to at least degree level or equivalent.

Technical / Knowledge Requirements

Type	Description
<p>Professional</p>	<p>Experience of senior administration within a higher education context.</p> <p>Experience of dealing with H.E. returns, including HESA, OfS and those for professional bodies.</p> <p>Experience and a thorough understanding of the features and structures required to deliver a part-time professional programme for mature learners.</p> <p>Experience of effective planning, management, and reviews of programmes of study.</p> <p>Ability to manage and utilise learner technologies.</p> <p>Experience of managing and supervising staff.</p> <p>Proven ability to work in partnership with external bodies.</p> <p>Experience of enhancing the student experience demonstrated through external scrutiny (e.g. NSS).</p> <p>Experience to responding to students effectively and provide resolution of queries including signposting to colleagues.</p> <p>Experience of advising students on university processes and regulations.</p> <p>Experience of project management and working towards tight deadlines.</p> <p>Experience of multi-tasking to complete diverse projects.</p> <p>Effective communication and negotiation skills.</p> <p>Experience of conflict resolution</p> <p>Experience of managing change.</p> <p>Experience of analysis and interpretation of data.</p>
<p>Information Technology</p>	<p>The use of information technology to support communication processes, to provide and manipulate data as required by different stakeholders. Specifics: SITS e-vision, Blackboard etc</p>

Competencies

Competency	In addition to Level 1 & 2: Levels 3
<p>Personal Effectiveness</p>	<ul style="list-style-type: none"> • Maintains composure in difficult situations or when faced with strong opposition. • Speaks up, even when views or messages may be unpopular. • Builds strong internal and external networks and uses them positively to benefit the College of Osteopaths and its stakeholders. • Applies skilful negotiation techniques to achieve conflict resolution and 'satisfactory' outcomes. • Demonstrates a high level of personal drive and energy that

	sets and example to others.
Leadership	<ul style="list-style-type: none">• Provides on-going support and encouragement to all.• Adapts leadership style to suit situation.• Promotes the achievement of teams and employees to generate a broad sense of satisfaction and pride.
Working in Partnership	<ul style="list-style-type: none">• Constructively uses conflict as an opportunity to generate innovative solutions.• Challenges team members to work together on a shared agenda.• Identifies and breaks down barriers to effective partnership working.