



Vacancy ref: 5631

Academic Registry

JOB DESCRIPTION

Title:	Information and Reporting Officer
Department:	Registry Services
Grade:	Grade 6
Salary:	£32,722 - £38,448 pro rata per annum
Hours:	0.6fte (21 hours per week)
Contract Length:	Permanent
Reporting to:	Head of Registry Services
Location:	Exchange Station, although staff may be asked to work in any location within the University.
Introduction:	The appointed person will be expected to make broad contributions to the Registry Services Awards Team by supporting the range of processes delivered by the team relating to progression, awards, graduation and certification.

Purpose of the role

To support the processes owned by Registry Services to meet outputs and the service standard of the awards team. To ensure functionality of systems, documentation, training and support are fit for purpose to support/ensure effective delivery/improve data validity and accuracy.

To support communication across the wider University with key stakeholders explaining/demonstrating the complexity, diversity and interdependence of the tasks undertaken by the Registry Services Team. Ensuring all relevant planning information is collected and distributed effectively.

It is essential that Academic Registry staff work together as a team to provide a co-ordinated approach to service delivery led by the Head of Registry Services. All staff are expected to operate with a service and customer focussed ethos.

Duties

Planning

- To support the delivery of the progression, awards and graduation processes through the planning of key activities and the provision of advice, guidance and support to faculty and service team staff.

- To participate in a rolling programme of training and guidance sessions.
- To support the development and ongoing delivery of service standards

Process Support

- To support and engage in the development and maintenance of appropriate process documentation, including training and presentation materials relating to graduation, progression and awards.
- To contribute to the development of appropriate data audit processes with regard to graduation, progression and awards.
- To carry out administrative tasks, both prior to and during examinations and the awards and graduation period.
- To respond to enquiries from students relating to attendance at examinations and graduation.
- To support the maintenance of the student and programme records as they relate to the key processes of examinations, graduation and certification.
- To produce relevant documentation as required to support service delivery
- To act as a senior usher during the graduation ceremonies.

Certification

- To administer production of certificates and all achievement packs (including replacements) adhering to clearly documented security protocols. To liaise with Financial Services regarding student payment.
- To administer the on-line shop and maintain records.
- To respond to ad hoc requests for verification of awards from both students and potential employers, ensuring that the University policy and the Data Protection Act are adhered to.

System Support

- To produce reports from the student information system and web hub, to provide qualitative and quantitative information required for planning purposes. To liaise with staff across the wider University regarding the production and interpretation of reports.
- To be involved with the development of student admin and related processes using the student information system and other systems. To support the testing of new functionality and be involved in specific development projects as appropriate.

General

- To support groups/meetings chaired by senior colleagues in Academic Registry as required, ensuring that accurate and complete records are maintained.
- To work with members of the Registry Services Team providing support for ongoing projects.

- To demonstrate a commitment to quality of customer services and continued service improvement.

Values and Regulations

- Any other duties commensurate with the grade as deemed necessary by the Head of Registry Services.
- A commitment to LJMU's values and regulations and Diversity and Inclusion Policy.
- Commitment to adhere to and promote the ethos of Respect Always as set out in the Respect Always Charter.
- Liverpool John Moores University recognises and is aware of its Social, Economic and Environmental responsibilities. The post holder is required to minimise the environmental impact in the performance of the role, contribute to (and supervise if applicable) the implementation of environmental improvement measures and actively contribute to the delivery of LJMU's Environmental Management, Energy Management and Sustainability Policy Statement, and the Climate and Sustainability Plan.
- The post-holder's mandatory Health and Safety responsibilities, which have been agreed by the University's Executive Leadership Team, are contained in Section 2 of the University's Safety Management Code of Practice (MCP1) Organisation for the Implementation of the Health and Safety Policy. The post-holder's mandatory Environmental Management responsibilities are contained in Section 2 of the University's Environmental Management Code of Practice (ECP1) Organisation for the Implementation of the Environmental Management and Sustainability Policy.
- For some of your activity, from time to time, you may be required to contribute to externally funded projects such as research or EU projects.

October 2026

PERSON SPECIFICATION

The person specification describes the skills, experience, knowledge and aptitude required to perform the duties of this post effectively. The criteria order listed should not be taken to imply their relative importance. Both paid and unpaid experience may be relevant.

Essential Factors	Evidence
Educated to Degree Level or equivalent experience.	A
Excellent verbal and written communication skills, including the ability to communicate with students and staff at all levels across the University and support customers.	A, I
Good evaluation and problem-solving skills.	A, I
Good organisational skills and an ability to work to tight deadlines.	A, I
Experience and understanding of student information systems and processes.	A, I
Accuracy and attention to detail.	A, I
Able to accept responsibility.	A, I
Able to work as part of a team, with the minimum of supervision.	A, I
Working knowledge of HEI systems and procedures.	A, I
Understanding of student life cycle with specific focus on progression and Awards.	A, I
Ability to cope with stressful situations.	A, I
Commitment to LJMU's values and regulations, including the Diversity and Inclusion Policy.	A, I

Desirable Factors	Evidence
Ability to understand and interpret complex issues.	A, I
Experience of customer support.	A, I
Experience of supporting events management.	A, I

A = Application I = Interview P = Presentation T = Test C = Certificate

BENEFITS OF WORKING FOR US

Financial benefits: Competitive salaries based on a low contractual 35 hour working week.

7.1% employer pension contributions for non-academic staff enrolled in the Local Government Pension Scheme (LGPS). This is a temporary reduction from the previous rate of 17.5%, effective from April 2026, following the Fund's triennial review. The reduction reflects the Fund's current surplus and improved financial position. This does not affect your pension benefits, which are determined by LGPS scheme rules rather than the level of employer contributions.

28.68% employer contribution to pensions for teaching staff enrolled into the Teachers' Pension Scheme (TPS).

Work life balance: Excellent annual leave provision.

30 days for support staff and 35 days for staff and senior managers grade 8 and above.

8 UK bank holidays and up to 5 University closure days between Christmas and New Year.

Family friendly policies and a range of benefits to support including job-shares, flexible working hours and part-time roles where possible.

Health and wellbeing: Regular wellbeing support initiatives throughout the year.

Access to a trained counsellor via Employee Assistance Programme (EAP).

Plus a programme of activities and range of support and resources to help look after your mental and physical wellbeing.

Career Benefits: Continuous development opportunities to enhance your knowledge and meet your career ambitions, including LinkedIn Learning.

Making a difference: LJMU Climate Action - be at the forefront of initiatives to tackle climate change.

Share experiences and challenge unfair practices with our Diversity and Inclusion Staff Networks.

Opportunity to volunteer at graduation ceremonies, clearing and open days.

Discounts and other benefits: A reward and benefits platform, giving savings on day-to-day purchases across a range of retail outlets.

Interest free loans repayable across twelve monthly instalments, including loans for annual travel season tickets and cycle to work scheme.

Massively discounted gym and fitness classes at the [University Sport Building](#).

