

Senior Registry Officer (Course Lifecycle)

Registrar and Secretary's Office

Applicant Recruitment Pack

Dear Applicant



Huddersfield is an amazing institution, taking its students on life changing journeys and providing a working environment where our colleagues can achieve career success and personal accomplishment. Originally from Huddersfield and having graduated in Engineering here, I am proud to lead this institution.

Here at the University of Huddersfield we have a lot to be proud of including collaborative research with some of the top universities in the world. We are the first University to receive the Global Teaching Excellence Award and achieved the TEF Gold Award. We have transformed our academic workforce and are now ranked in the top 5 for the percentage of academic staff with a higher degree and have set the expectation that all academic staff have doctorates and publish at least at an international level. We take leadership seriously and now are the first organisation in the world where all members of the Senior Leadership Team are Chartered Managers. This commitment to transformational leadership is underpinning our drive towards becoming a global University with the aim of creating partnerships with 140 of the top 300 world-leading Universities.

We have won numerous awards including University of the Year, Entrepreneurial University of the Year, Best University workplace, the Queen's Award for Enterprise and three national honours in the form of Queen's Anniversary Prizes.

We are a highly sustainable organisation and placed amongst the top 10 in the UK for financial sustainability, with no historic debt. As such we have been able to invest more than £150m over the last ten years in a top-class estate and facilities.

The University is a great place to work and our staff report they are proud to work here. We expect high performance from our colleagues and in return you can expect to work in a collaborative and engaging environment with an outstanding development support to all staff.

Yours sincerely

Professor Bob Cryan CBE DL

Vice-Chancellor



University of Huddersfield – Key facts

Here are some key facts that make the University of Huddersfield a great place to be.

Great learning

- We're in the top 10 in England for the number of students going on placement (HESA Student Record 2023/2024).
- 100% of our undergraduate students have the opportunity to undertake professional work-related experience during their studies. This includes placements, industry standard projects and real-world case studies.*

Great teaching

- The University of Huddersfield has been rated Gold in the Teaching Excellence Framework (TEF) 2023. This means that the student experience and student outcomes are typically outstanding. These ratings were awarded in 2023, for four years.

  These ratings reflect the University's unwavering commitment to providing an exceptional student experience and fostering excellent student outcomes.
- In 2017, the University won the first Global Teaching Excellence Award recognising the University's commitment to world-class teaching and its success in developing students as independent learners and critical thinkers (Higher Education Academy).
- Our staff rank first in England for the proportion with higher degrees and teaching qualifications, as well as being top five for those holding doctorates (HESA 2025).
- 24 of our colleagues have received National Teaching Fellowship awards since 2008, a figure matched by only one other University.
- Huddersfield is the only University where 100% of the permanent teaching staff are Fellows of the Higher Education Academy** (November 2020).

* This applies to undergraduate courses of more than 12 months duration.

** Permanent staff, after probation: some recently appointed colleagues will only obtain recognition in the months after their arrival in Huddersfield, once they have started teaching; research.

Great future

- 94% of our undergraduate students go on to work and/or further study within fifteen months of graduating (HESA Graduate Outcomes 2022/23, UK domiciled, other activities excluded).

- 98% of our postgraduate students go on to work and/or further study within fifteen months of graduating (HESA Graduate Outcomes 2022/23, UK domiciled, other activities excluded).

Research and innovation

- We've world-leading applied research groups in biomedical sciences, engineering and physical sciences, social sciences and arts and humanities.

- We're a dynamic institution that has quadrupled our research income and its postgraduate research in seven years.

Customer service

- Our Library was the first to gain the UK National Customer Service Excellence Award and is the holder of eight marks of distinction.



Award-winning

- Queen's Anniversary Prize (2021)
- Queen's Anniversary Prize (2019)
- A gold-rated University (TEF 2023)
- Global Teaching Excellence Award (HEA 2017)
- Queen's Anniversary Prize (2015)
- New University of the Year (Educate North 2015)
- Athena Swan Silver Award (2026)
- We are a five star University (QS awards 2020,2023)
- University of the Year (Times Higher Education 2013)
- Entrepreneurial University of the Year (Times Higher Education 2012)
- Queen's Award for Enterprise (International Trade 2013)
- Guardian Education Awards (Inspiring Leader 2013)

The Role

Job Description

Job Purpose

The post reports to the Deputy Head of Quality Assurance and Enhancement and will provide operational leadership and management to the course and module validation team within the Service and to provide support to the QAE leadership in developing operational priorities for the team to underpin strategic aims. The role ensures the adoption of consistent and compliant practice. Taking a continuous improvement approach, the post holder develops effective business systems and processes to achieve customer service excellence and robust statutory and regulatory compliance.

Main Duties and Responsibilities

1. To manage the operational delivery of a significant area of work and ensure own team activities are aligned to Service priorities. Specifically, this will involve advising course teams and operational responsibility for quality assurance services to support:
    a. To work with key stakeholders across Professional Services and Schools to operate an effective approach to course design and approval.
    b. The validation cycle, including creating, updating and retirement of module and course records
    c. Oversight of the organisation and servicing of validation events
    d. Effective use of the curriculum management system CourseLoop
    e. Relevant CMA change management processes

2. To support the QAE leadership in identifying strategic priorities for the team and setting and reviewing performance against indicators.

3. To ensure effective and efficient delivery of operations to achieve or excel targets set through performance indicators.

4. To line manage the Course Lifecycle team and be responsible for the performance of that area of work. Address capacity and/or capability requirements, develop talent and encourage collaborative team working within own team and across the Service.

5. To review all relevant procedures and systems with team and manager on a regular basis; to identify improvements and simplify processes and decision making. This includes managing existing processes and defining new ones as required, bringing together practitioners to share good practice and identify areas for improvement.

6. To contribute to university-wide process analysis, using operational experience and subject matter expertise to recommend actions to achieve value for money and efficiency.

7. To liaise with service end-users (e.g. academics, senior leadership team) in order to resolve issues and identify service improvements, and to assume responsibility for taking forward any actions and communicating these appropriately.

8. To provide detailed advice and support to a wide range of stakeholders in area of own expertise to support the delivery of positive outcomes. Actively seek input from a diverse

range of people to achieve service improvements. Deliver training to members of the University as required to ensure advice is embedded.

9. To provide high level secretarial support to university committees within the academic governance structure and to take responsibility for the effective running of those committees, working with the Chair to set the agenda and ensure timely circulation of all paperwork.

10. To draft guidance and policy documentation in own area of specialism; producing bespoke reports and data analysis as appropriate and making recommendations for continuous improvement.

11. To support the QAE leadership team in the management of Quality Assurance and Enhancement activity across the University, covering for colleagues as necessary to ensure service continuity.

12. To contribute to Registry-wide projects as required and occasionally to lead these on behalf of the senior management team. This may include external benchmarking activity or research.

13. To comply with the relevant University, systems, data protection, legal and ethical requirements and to maintain an up to date understanding of the statutory requirements and other developments within the HE sector which affect the work of an academic registry.

14. To maintain accurate records of work, producing routine progress and monitoring reports as required, abiding by the rules of confidentiality within the University and handling sensitive information in the appropriate manner.

15. To build and maintain internal and external professional networks to enable the sharing of good practice and underpin organisational learning

16. To contribute to the portfolio of student casework as required.

17. To undertake any other duties commensurate with the grade of the post that might be required.

Person Specification

To be eligible for this role, you must meet the following essential criteria:

Qualifications

- Educated to degree level or with significant equivalent work experience.
- Minimum standard of education demonstrated by GCSEs at Grade C/Grade 4 or above, including Maths and English, or equivalent/higher qualifications.
- Chartered Member of the Chartered Management Institute or be willing to commence this within first 12 months of employment.

Experience

- Supervision of the work of others to achieve targets.
- Planning, organising and delivering administrative workload, systems and processes within a defined area of work.
- Previous work in a regulatory environment and/or an educational environment.
- Application of IT solutions to defined area of work; organising and reporting on data.
- Improving systems and structures to deliver with more streamlined resources.

Knowledge and Abilities

- Understanding of the functions and purpose of an academic registry.
- Understanding of how own and team's work supports achievement of service priorities and delivery to stakeholders.
- Understanding of / empathy with issues facing students in HE.
- Ability to work accurately with attention to detail.
- Able to take initiative to suggest ideas for improvements, sharing this feedback with others in a constructive manner.

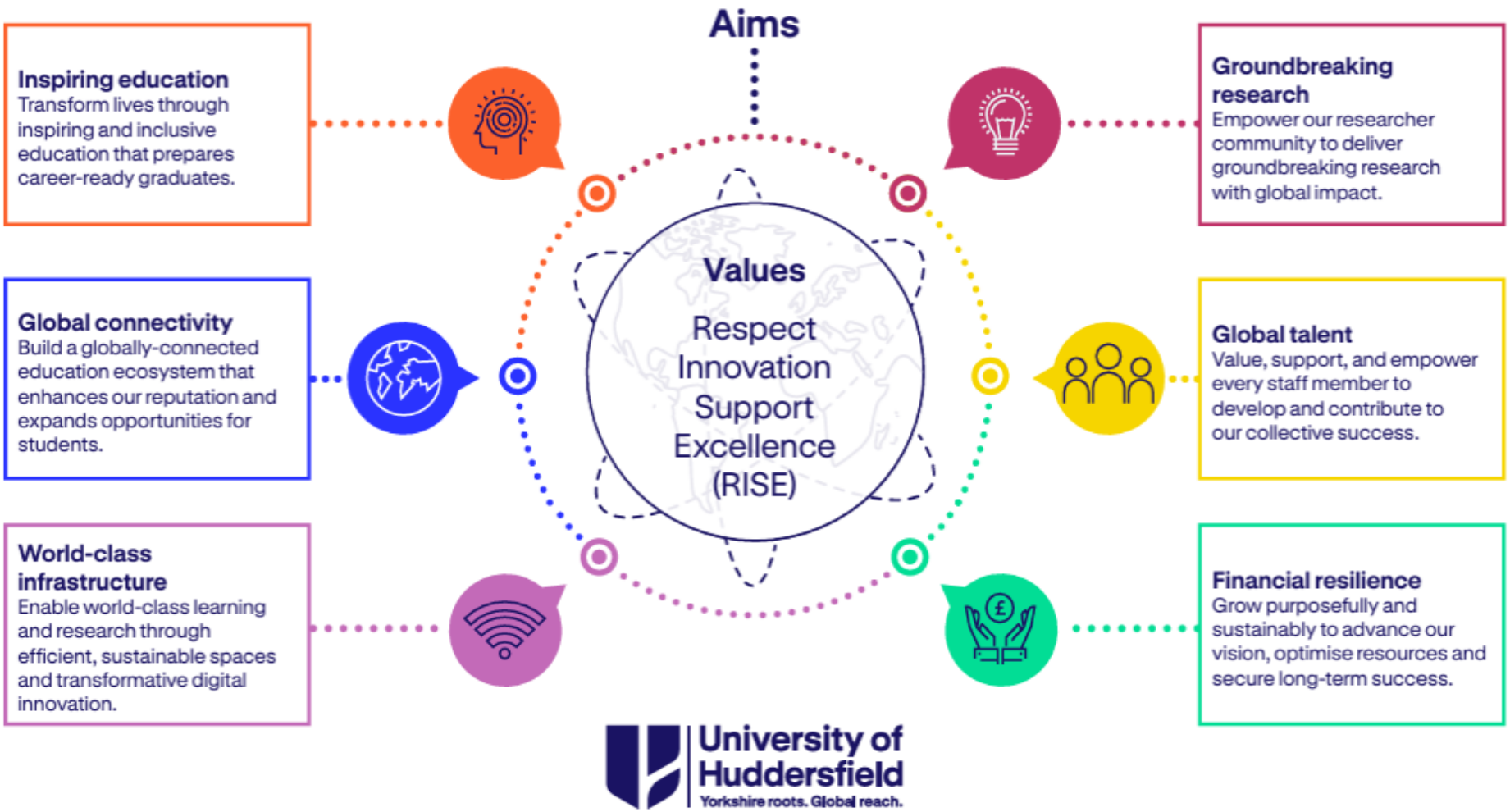
Personal Qualities

- Flexible and able to respond and adapt to changing demands and priorities.
- Seek and act on feedback to evaluate and improve own and team's performance.
- Commitment to Equality, Diversity and Inclusion.
- Commitment to excellent customer service.
- Demonstrable personal and professional commitment to the University's strategy, vision and values.

Please make sure you tell us how you meet all elements of our person specification and provide us with examples of this in your supporting statement on our application form.

2030 Strategy

Vision: A globally-recognised University that transforms lives through inspiring education, groundbreaking research, and international engagement.



University of Huddersfield
Yorkshire roots. Global reach.



Equality, Diversity, Inclusion and Staff Networks

The University embraces and celebrates the diversity of our staff, students and applicants and works to ensure University policies, practices, procedures and projects are inclusive. Central to our strategy is inspiring and enabling all our students to succeed and we have committed to eliminating attainment gaps in degree outcomes, student continuation and graduate employment outcomes.

The University of Huddersfield is proud to have been accredited as a Disability Confident Leader, building on our previous accreditation as a Level 2 Disability Confident Employer.

The University has a number of staff networks which provide an opportunity for staff who share a protected characteristic to network, obtain peer support and share information. Our networks include the following:

- LGBTQI+ Staff Network
- Race Equity Staff Network and Affinity Groups
- Staff Disability Network and Neurodiversity Group
- Women's Staff Network
- Inclusive Allies Staff Network

Further information on the staff networks detailed above can be found on our Equality, Diversity and Inclusion web pages



Terms and Conditions

- This post is offered on a permanent basis/ on commencement and is full time (37 hours per week).
- The salary for this post will be at Grade 7 (£41,071 - £46,050 per annum) and is subject to cost of living and incremental progression until the top of the grade is reached. It is expected that salary will be offered at the bottom of this grade.
- Annual leave entitlement is 30 days plus statutory and discretionary holidays throughout the year.
- Enrolment into the local government's career average revalued earning pension scheme is automatic.
- Should you have any queries about working at the University, or any of the terms and conditions of employment stated above, please contact HR@hud.ac.uk



Working at the University of Huddersfield

When you join our team, you'll have access to a wide variety of staff benefits, ranging from wellbeing initiatives and staff networks, to support for your personal development.

Wellbeing

The University is accredited by the Workplace Wellbeing Charter, the national accreditation standard that recognises an organisation's commitment to improving the lives of those who work here. This accreditation demonstrates our commitment to creating a culture that values health and wellbeing.

Personal and Professional Development

You will have access to a wide range of development opportunities to support you. Please take a look at our People and Organisational Development web pages where you can find more details.

Employee Benefits and Discounts

You can take advantage of a wide variety of employee benefits, ranging from salary sacrifice schemes to retail discounts from local companies.

Campus Facilities

Although we enjoy a town centre location, our campus has a canal side location and many green spaces to enjoy. We have a range of delicious food outlets on campus, and access to gym, swim and fitness classes through our ActiveHud membership and benefits. If you drive to work, on appointment you can apply to join the waiting list for our chargeable University car parks.

We're based in the town centre which means we have easy access to local supermarket and shopping facilities.



How to Apply

Acceptable use of AI

Candidates may use AI tools to support proofreading, editing and presentation of their application. However, all application materials should represent the candidate's own experience, perspectives and thinking, which will be explored through the selection process. We are seeking original and authentic responses, and applicants should ensure that any submission reflects their own analysis, judgement and vision for the role.

If you would like to discuss this opportunity further or have any questions about the role, please contact qualityassurance@hud.ac.uk

Closing date for applications is 22 November 2026.

Reference: R8253

TEF 2023 Overall: Gold Student experience: Gold Student outcomes: Gold Teaching Excellence Framework

Ofsted Outstanding Provider

WINNER HEA Global Teaching Excellence Award 2017