Position Title: Registry Officer & Online Programme Coordinator

Location: Condé Nast College of Fashion & Design, London

Reports To: Director of Operations & Registrar and Online Programme Leader

Contract: Full-time (35 hours per week), permanent, hybrid working (minimum 3 days a week in the College)

Salary: £37,000 - £39,000 per annum, dependent on experience

Role summary

Reporting to the Registrar and Online Programme Leader, the Registry Officer & Online Programme Coordinator is responsible for the smooth running of the registry administrative functions for all the Condé Nast College courses including the in-person and online provision and general operational duties. This role will serve as the first point of contact for enquiries from the online students throughout their course and in specific areas for the in-person taught courses, such as attendance and applying for mitigating circumstances. The role holder will also support the production of new online courses.

This is a dual role and will include the coordination of the online courses, working closely with the online team and digital learning colleagues to provide a shared and consistent administrative service. This part of the role reports to the Online Programme Leader.

This role requires a high level of service and covers a variety of responsibilities in the areas of communication, coordination, departmental liaison, and quality assurance.

We envisage the split of the duties to be 3 days for registry and 2 days for the online courses.

Key responsibilities

The responsibilities of the role may develop or change in accordance with institutional strategy and priorities.

- **Registry**
  - Key contact for our validating partner and other governmental bodies.
  - Supply accurate student lists for registration and invoicing to our validating partner.
  - Manage Change of Status process for students changing programmes, interrupting or returning to studies and update our validating partner of any changes.
  - Manage the list of students with Learning & Teaching Support Agreements and liaise with the Study Skills Specialist Tutor.
  - Monitor submissions and take action on any late assignments following the College's Submission Policy.

- o Deal with all mitigating circumstances claims for student requesting extensions.
- o Plan the dates for the exam boards based on the academic calendar. Prepare the grades grids, agenda and send out the minutes for all examination boards.
- o Monitor student attendance and send out attendance warnings to low attenders and arrange meetings with students where necessary. Liaise with Programme Directors and the Visa Compliance team on low attenders.
- o Organise and attend alongside the Programme Directors termly steering groups with the student representatives for each course and record the minutes.
- o Share online surveys with students and gather feedback.
- o Respond to requests for access to historical transcripts and verification requests on behalf of students and alumni.
- o Represent the Institute at meetings as appropriate for external bodies such as Independent Higher Education and Department for Education
- o Responsible for organising meetings with students to discuss their attendance and any welfare issues.
- o Responsible for monitoring student welfare and providing appropriate support in consultation with the Registrar, the Student College and Counsellor and the academic team where appropriate.

- **Events**
  - o Collaborate with key colleagues to organise CNC events including - student orientation, in-person and online graduations, induction, open days, student exhibitions, Vogue Education Presents and other events as appropriate.
  - o Assist the Registrar on organising the Graduation event for the BA and Master's students.

- **Online Programme Administration**
  - o Organise the day-to-day running of the Online programmes – tasks include (but are not limited to) sending out reminders to visiting lecturers, creating and managing Zoom rooms, ensuring students have access to the right teaching and learning materials as well as managing the communication channels on Canvas.
  - o Respond to student queries in a timely and positive manner, highlighting issues that arise to the online team.
  - o Use Monday.com for all scheduling updates, implementation of content and project management.
  - o Assist with compilation and production of schedules, teaching assets and learning materials, under the direction of the Online Programme Leader.
  - o Assist with the production of new online courses and the maintenance of existing online courses.
  - o Maintain and update student records, collate and catalogue coursework and help to monitor feedback and discussion mechanisms.
  - o Assist Online Programme Leader by collating information about programme income and expenditure.
  - o Ensure the website is up to date with correct information for each course.
  - o Oversee all pre-enrolment activities and communication for online courses.
  - o Process invoices related to academic team & programme expenditure.
  - o Raise contracts, record contracted hours on engagement forms as well as check and approve timesheets for visiting lecturers and guest faculty.
  - o Attend Committee meetings and undertake minute taking, as needed.
  - o Prepare course completion certificates.

The above statements are intended to describe the general nature and level of work being performed by an individual undertaking this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills.

Person specification

Essential Experience / Qualifications / Skills and Knowledge

- Educated to degree level or equivalent
- Considerable experience of learning and teaching administration and/or supporting students in higher education
- An understanding of programme administration and the student lifecycle and an awareness of issues affecting higher education (nationally and internationally) and the importance of the student experience
- Excellent written and oral communication skills
- The ability to deal with and support students with their wellbeing
- Excellent interpersonal skills and a proven ability to work with a range of stakeholders including students and academics; adopting both a collegial and professional stance
- Proactive, highly motivated and well organised and the ability to manage, prioritise a range of complex tasks
- Experience of developing, implementing, maintaining, and reviewing complex working systems, policies and procedures.
- Attention to detail and the ability to analyse data to formulate clear proposals/reports on complex matters
- Effective team working skills
- A track record of delivering an excellent customer experience
- Excellent IT skills and an aptitude for learning new packages to support student administration e.g. student records systems

Application process

Please submit your CV and a covering letter demonstrating how you meet the person specification for this position to**: ukvacancies@branded-edu.com.** The closing date for applications is 18 May 2024.

Benefits of working for Condé Nast College of Fashion & Design include:
- 25 days annual leave plus up to 5 days additional discretionary leave during the Christmas period
- Option to purchase an additional 5 days annual leave on a salary sacrifice basis
- Life insurance
- 24/7 access to an Employee Assistance Programme
- Discount for gym membership
- Volunteering days