



<b>Registrar – Job Description and Person Specification</b>	
Department:	Registry Team
Reports to:	Principal
Working pattern:	Full-time: Permanent
Hours:	40 hours per week
Salary:	£65000 p/a

### **Context**

ArtsEd originated from two schools, one founded in 1919 by Grace Cone and one founded in 1922 by Olive Ripman. These two educational pioneers believed passionately in the value of combining a general academic education with specialised training in dance, drama, music and art. They were committed to preparing young people for professional careers in or related to the theatre. In 1939, Grace and Olive joined forces to create the Cone Ripman School, subsequently named the Arts Educational Schools.

Dame Alicia Markova and Sir Anton Dolin drew almost exclusively on ArtsEd students to help them create their revolutionary company London Festival Ballet, which eventually became the English National Ballet. Ballerina Dame Beryl Grey became Director of the Schools in the 1960s. ArtsEd continued to innovate, introducing both professional acting and musical theatre courses and in 1986 moved to its present home in Chiswick. In 2007, Lord Andrew Lloyd Webber became President, heralding an auspicious new era for ArtsEd.

The School of Musical Theatre and School of Acting offer full-time BA and MA courses. Our Musical Theatre course is recognised as the best in the UK, while the Acting course is praised for its innovative 50:50 split between stage and screen acting. Our outstanding record of graduate success sees nearly every one of our Musical Theatre graduates and over three-quarters of our Acting graduates make their professional debuts within six months of graduating.

### **Accountability**

The Registrar is accountable to the Principal in accordance with the management structures in place at the time. For the purposes of this document, the term 'Principal' will be used broadly to refer to the senior leader or those senior leaders charged with the overall executive leadership and responsibility of ArtsEd as an institution.

The Registrar role is focused on the Higher Education (HE) provision and, therefore, unless specifically detailed as being an institution wide function, all references to the educational provision,

staffing, courses, and related matters refers to that within the HE courses at ArtsEd - foundation, undergraduate and postgraduate level.

### **Overview**

The role of Registrar is to support the Principal in delivering effective quality assurance and management of the Higher Education provision (HE) at ArtsEd; in exercising this responsibility, the Registrar will take a leading role in enabling the learning culture to develop and in the maintenance of standards, ensuring and enhancing the highest academic outcomes for all HE students. The Registrar will oversee the overall student experience from initial contact, through application, acceptance, engagement with the course, and finally graduation. The Registrar will also serve as the main link with City St George's, University of London.

### **Line management and working relationships**

The Registrar will work closely with the following members of the ArtsEd senior staff:

#### *Higher Education*

- The Director of the School of Acting (DSOA)
- The Director of the School of Musical Theatre (DSoMT)

#### *Other leadership colleagues*

- Director of Finance
- Director of Services
- HR Director
- Head Teacher of the Day School and Sixth Form

The post holder will have line management responsibilities for the HE administrative support team which includes:

- Head of Student Support & Engagement
- Head of Admissions & Student Records, Disability Coordinator
- Quality and Course Manager
- Student Support and Engagement Coordinator
- Course Officer
- Higher Education Administrator

Additionally, the Registrar will have a working relationship with particular Trustees, including the Chair of Trustees and the Chair and Deputy Chair of the HE Committee.

### **Purpose of the role**

The Registrar is a significant role within the collaborative model of leadership within HE. Working with colleagues across ArtsEd and those within accrediting and validating organisations, the post-holder provides high-level management support for the effective operation of HE programmes and the associated student experience within those programmes to ensure ongoing compliance with the requirements of regulators and external agencies. The post-holder will also be proactive in supporting the Principal and other senior leaders detailed above in the strategic development of HE provision, advise on effective implementation of HE academic policy and regulation, contribute to portfolio and programme review, student recruitment, and oversee a number of key operational activities that support the student experience.

The Registrar will be responsible for working in close liaison with colleagues within the HE provision

and, in particular, the School of Acting (SoA) and School of Musical Theatre (SoMT) and their Directors, exercising oversight of the effective operation of all aspects of student and academic administration. The post-holder will be expected to work collaboratively with colleagues across the institution to develop and improve services to students. This will include participation in institution-wide programmes of change that support the effective operation of the student and academic administration.

The post holder is responsible for working with a large team of professional staff within the HE provision and more widely within the ArtsEd institution. A key element of the role is to lead staff in the team to ensure that they support the development and management of academic programmes and provide the highest possible level of service to students and take on additional development opportunities within the organisation.

## **Main responsibilities**

### **Strategic and Operational Needs of HE**

- To work closely with the Principal, the Directors of the SoA and SoMT, and other senior colleagues to ensure an effective service infrastructure is provided to support the successful delivery of HE provision at ArtsEd.
- To work in partnership with colleagues in professional services across ArtsEd to establish and develop standard operating procedures and variant operating procedures, and to undertake regular reviews of these to ensure that they continue to be fit for purpose.
- To implement procedures, policies and customer service levels as agreed with the external validating organisations.
- To work collaboratively with the Directors of the SoA and SoMT, Heads of Department and Programme leads to ensure a high-quality student experience, including the development of initiatives where required.
- To manage systems and processes within HE to ensure that students and staff receive accurate and up to date information.
- To have oversight of assessment processes.
- To work with academic staff to monitor and improve aspects of the student experience and overall levels of student satisfaction as demonstrated through annual surveys, module evaluation and other forms of student feedback required internally and for external validation.
- To proactively contribute to course and module reviews.
- To support the work of the HE Committee and Working Groups established by the Trustees, providing and delivering papers as necessary.
- To plan and allocate staffing and financial resources as determined by the Principal and other senior leaders detailed above.
- To oversee the effective operation of HE admissions including:
  - service delivery to applicants;
  - providing expert management information on forecasts and monitoring recruitment targets and participating in strategic planning to assist with the meeting of such targets;
  - liaising with various internal and external stakeholders;
  - contributing to strategic decisions around student numbers, including for any impending revalidation.

### **Regulatory Compliance**

- To act as the point of contact for Prevent matters, and to ensure compliance with Prevent duties.

- To ensure compliance with Office for Students regulatory requirements and the requirements of other regulatory and professional bodies. This includes oversight of the preparation for and management of any audit and review visits from these bodies.
- To have oversight of other external audit, accreditation, validation and external regulatory inspection programme.
- To monitor output from the QAA, OfS, OIA, UUK and other relevant bodies (e.g. in relation to Subject Benchmark Statements, the Framework for HE qualifications, Quality Code and OfS conditions of registration), and recommend and implement changes to regulations and procedures, where necessary, to ensure compliance with the relevant requirements.
- To take a leading role in the preparation of institution submissions to the Teaching Excellence and Student Outcomes Framework.
- To lead the submission of relevant regulatory returns.
- To maintain up to date knowledge of Data Protection and Freedom of Information requirements and provide training and support to the team when policies change and/or issues arise.

### **Academic Policy and Regulation (Quality and Standards)**

- To manage the effective implementation of academic policies and regulations across the HE programmes, working in liaison with the Principal and Directors of SoA and SoMT.
- To provide support and guidance to staff in understanding and applying ArtsEd's academic policy and regulatory framework.
- To oversee the effective liaison between ArtsEd and accrediting/validating bodies, including participation in the relevant City academic Boards.
- Oversee the effective implementation of the cycle of various quality assurance activities for programmes including annual programmes of evaluation, review, external examiner reports and appointments, assessment and feedback turnaround, module evaluation, and Professional Body requirements.
- Oversee the effective operation of the Assessment Boards in accordance with the Assessment Regulations of external accreditation bodies and guidance on Assessment Board operation. This includes arrangements for extenuating circumstances and academic misconduct.
- Oversee the process for management of student appeals, complaints, and disciplinary matters.
- To participate in any ad-hoc or standing groups relating to matters of academic policy, regulation, governance, and enhancement.

### **Participation in institution-wide change processes, including leadership of projects where required**

- As a senior member of staff, to support the development and implementation of institution-wide change activities within HE.
- To be a member of relevant working groups established to support and oversee aspects of change.
- To lead or co-lead particular change initiatives, on an institution-wide basis, where required.
- To provide support in implementing all aspects of the change processes, whether they be operational, organisational or cultural, and to be an ambassador for that change activity, supporting colleagues across the institution.

### **Leadership and Staff Management**

- To work as part of a professional community whose prime focus is the needs of our students and courses.
- To support and lead as necessary a team of highly effective and professional staff.
- To develop a culture of continuous improvement amongst all staff.
- To provide highly effective leadership and line management for all direct reports which enables the strategy and goals of ArtsEd to be effectively passed down through all members of the team and to shape the design and implementation of workflow across all tasks for which the team is responsible.
- To contribute to the design of best practice, implementing this through personal/professional development and performance management (including induction, appraisal, grievance and disciplinary processes) across the team.
- Within HE, to lead the review and implementation of professional resource levels associated with student and academic administration, in accordance with financial planning agreed by the Principal.
- To work collaboratively with colleagues across ArtsEd to develop an institution-wide professional community, as well as HE-specific aspects.
- To work collaboratively with partner organisations where needs arise to ensure the most effective deployment and coordination of institution-wide resources.

### **Additional information**

- The post holder must at all times carry out their responsibilities with due regard to ArtsEd's Equal Opportunities Statement.
- The post holder must follow all ArtsEd's Safeguarding policies and procedures.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with General Data Protection Regulation 2018 (GDPR) the Data Protection Act 2018.
- The post holder must carry out their responsibilities with due regard to the non-smoking and non-vaping environment of ArtsEd.

## **REGISTRAR – Person Specification**

### **Qualifications and Knowledge**

- Educated to degree level and/or equivalent appropriate professional or management qualification.
- A good understanding of the learning and teaching needs of students and the importance of the quality of the applicant and student experience.
- A good understanding of the role of quality assurance processes in maintaining academic standards in HE.

### **Experience**

- Clear focus and understanding of the complexity of Higher Education in relation to (i) student learning, (ii) maintenance of academic quality and standards, (iii) the broader student experience and (iv) evolving implications of the external environment.
- Significant management experience gained either in the Higher Education or related sector.
- Significant experience of developing and implementing strategy and policies to improve performance.
- Significant experience of managing quality assurance processes and systems.
- Experience of managing teams to deliver services.
- Experience of creating, or being part of, an organisation where there is a supportive environment for staff; experience of working as part of a team developing individual potential and contributing to that organisation's goals and objectives.
- Experience of using Performance Indicators e.g. NSS scores to drive performance.
- Experience of the production, analysis and reporting of management information and statistical data and the ability to draft reports and other documentation, often of a complex nature, for both internal and external use.
- Familiarity with the requirements of regulatory bodies, i.e. Office for Students, and their performance measures, e.g. TEF and annual returns.

### **Skills and Abilities**

- Ability to negotiate with key stakeholders and to resolve conflicts between different stakeholders.
- Good leadership qualities and experience of working with senior management to create effective strategies and creating effective teams to deliver them.
- Decisive decision making based on open and transparent criteria.
- Personally innovative and able to foster an environment where purposeful creativity and innovation can thrive.
- Ability to delegate tasks and activities and provide an appropriate level of supervision.
- Able to understand the dynamics of team working, negotiation, responsibility and accountability.
- Proven ability to manage compliance procedures.
- Highly developed oral and written communication skills, including the ability to draft reports and minutes for high-level committees.