



## Registry & Records Officer/Manager (Permanent)

### About us

*Leadership. It's more than a job – it's a mindset. It's the capacity to inspire, empower and create new possibilities.*

*IMI's mission, and passion, is to equip leaders to build the future. We are world-class specialists in enabling and inspiring leadership performance. We challenge and support leaders to fulfil their ambition - unlocking their potential and giving them the skills to deliver exceptional performance.*

*We've been shaping world-class executives for over sixty years. Founded by business leaders, for business leaders, in partnership with UCC's expert research faculty, we deliver intensively practical executive education that works in the real world. Our unique global rankings are a testament to our impact.*

*Any day spent at IMI challenges assumptions, deepens perspective and amplifies ability to lead. Do you have what it takes to work with IMI? Join us on our mission to equip leaders to build the future, and you will shape the future of leadership in Ireland.*

*IMI. Inspiring Leadership Performance.*

### Current Context and Opportunity

The Office of the Registrar is recruiting. We are looking for a person, who under the leadership of the Registrar, will coordinate the work of the registry, maintaining digital records relating to the learning journey for IMI participants on unaccredited programmes and programmes leading to awards of UCC. The postholder will manage processes and systems relating to all participant and programme records, generate standard and bespoke reports, undertake ethical institutional research on data held, and critically ensure compliance with diverse standards – academic and corporate, including those pertaining to data, privacy.

The ideal candidate will have a minimum of 5 + years' experience in the operation of student records systems; be able to undertake quantitative and to a lesser extent qualitative analysis and reporting of data held; be confident and proficient in effective data management and data privacy requirements; have competence in data visualisation; have an understanding of and competence in the implementation of diverse regulatory contexts; be able to implement process reviews; be familiar with the implementation of key higher education policies and procedures around entry to programmes and assessment of learners on programmes including moderation, marks and standards, external examining. The person will have an understanding of HE quality assurance and knowledge of how systems can provide an integrated participant experience across a CRM, SIS, Customer Support, etc..

Principles of fairness, consistency and standards implementation should be core to the candidate's approach to work. The person should be an excellent communicator who enjoys building rapport with various audiences, explaining the need for process and system in a person-friendly way, and enthusing others. A desire to create effective processes which are part of an integrated quality assurance and quality enhancement environment would be important.

## Key Responsibilities

IMI provides a variety of high-quality learning experiences for the executives who participate in its programmes. From formal Professional Diplomas, Masters and Postgraduate Certificates to short open or customised programmes, the Registry & Records Manager is responsible for ensuring that participant records in respect of all IMI programmes are accurate, secure, and appropriately maintained in compliance with principles of privacy and confidentiality. Approximately 80% of IMI's participants undertake unaccredited programmes and around 20% are registered on programmes leading to awards of UCC. To discharge the responsibilities of the role the incumbent will manage and take the operational lead on core activities of the Office, to include admission, enrolment, registration, assessment records, graduation. In addition, the postholder will generate quantitative and qualitative reports for a variety of IMI stakeholders, presenting and analysing information in effective ways. As a key member of the Office of the Registrar, the Manager, Registry & Records (Records Officer) will contribute to the implementation of the Institute's strategy, supporting and implementing quality assurance activities and contributing to institutional research activities.

### **Reporting to the Registrar, the post holder will take a hands-on operational lead in the registry and will:**

- Oversee and maintain the accuracy and security of participant and programme records utilising best practices in record management (this will involve elements of data entry) and consider any opportunities for data analytics arising from data stored.
- Ensure compliance with all standards and regulations pertaining to learner and programme records, from academic standards to data privacy regulations
- Ensure the learner and programme record systems are fit for purpose, accurately configured and best integrations with other systems are in place
- Ensure there is a single source of truth for all participant and programme data, e.g. correct curriculum set up; appropriately updated with all participant grades, deferral information, etc.
- Design and generate statistical reports on learner participation, and contribute to the use and development of data analytics where relevant to contribute to improvements in the participant experience and in programme provision
- Prepare qualitative and quantitative analyses of the learner journey and/or programme participation for a variety of internal or external stakeholders, using data visualisation
- Manage the registration and certification processes for participants and liaise with other IMI departments and Academic Services in UCC ensuring quality checks take place in advance of any data transfer
- Manage the central recording of various academic penalties

- Collate assessment data and conduct all necessary data verification checks prior to Examination Boards
- Assist in the training of staff when required
- Liaise with Programme Directors, and heads of IMI departments
- Manage the administration of the Recognition of Prior Learning (RPL) process
- Organise all IMI Graduation ceremonies both on and off site
- Assist with the updating, implementation and communication of function-related IMI policies and procedures
- Liaise with UCC Academic Services and stakeholders such as the NUI, HEA or QQI as required
- Support the work of the Office through minute taking, general record keeping and meeting management activities, and any other tasks that may be required
- Contribute to the quality assurance ecosystem of the IMI
- Support and oversee the work of any junior administrative staff in the Department

## Candidate Requirements

### Specialisation and Qualifications

The post holder must have:

- a capacity to think strategically and build cross organisational relationships combined with a superior level of analytical and planning skills
- a high degree of flexibility and resilience with the ability to adapt to changing circumstances and respond to urgent deadlines
- an ability to engage, influence and persuade busy professionals in the organisation as needed
- an ability to guide the work of colleagues and team members and support them in the implementation of work plans
- an understanding of standards and an ability to implement and evidence compliance with both institutional and regulatory standards, including those pertaining to data privacy
- excellent organisation skills and a capacity to work independently
- an appreciation of academic governance and its implications
- an understanding of policy, procedure and transparent process implementation bearing in mind amongst other things issues of fairness, consistency, efficacy, risk management
- an ability to apply logic and follow processes in a systematic manner
- an ability to manage and oversee the management of confidential information, particularly learner records having both a micro and macro understanding of learner data and the learner journey
- a solid understanding of education quality and qualifications frameworks and quantitative analysis and data visualisation skills to support an understanding of both the optimum learner journey and an effective approach to programme design, provision, and review
- superior proficiency in Excel, and PowerBI or its equivalent

- ability to contribute to institutional research and to prepare quantitative and qualitative reports for internal and external audiences; an ability to write and present orally clearly and persuasively
- a Level 8 degree

**And ideally**

- experience of working in an executive education environment
- 5 years minimum experience in registry functions in a regulated higher education institution would be a distinct advantage. Competence in the application of concepts arising from elements such as the NFAQ, institutional Marks and Standards, requirements of regulators of higher education is highly desirable
- experience in the administration and quality assurance of small learning programmes and non-credit bearing programmes would be an advantage

**Personal qualities required:**

- a high level of personal integrity
- strong interpersonal skills with the ability to build personal rapport with a wide range of stakeholders
- ability to build and maintain a personal ethos of high performance
- results oriented, proven ability to reach and exceed goals / targets in a dynamic environment
- ability to take initiative, with a hands-on execution style
- professional and tactful approach

On limited occasions, there may be a requirement for travel in this role and working outside standard business hours.

**IMI's Values**

IMI's Values and Behaviours Framework identifies 6 core Values that we fundamentally believe in as central to our culture, brand and organisational identity.



To ensure IMI recruit the right people to join our team, people who actively reflect our values and culture, we take a competency based approach to interviewing. Candidates called to interview will be asked a series of competency questions to allow them to demonstrate how their knowledge, skills and attitudes align with IMI's values and culture.

## How to apply:

All applications must be submitted through IMI's applicant tracking system at:

<https://imi.peoplehr.net/Pages/JobBoard/Opening.aspx?v=20dfd74a-3cbd-4c1b-83db-80fd146c70cc>

**Closing date for applications is Monday 3<sup>rd</sup> January 2022**

**Please Note that Candidates should have a valid visa/work permit for the duration of the contract, if applicable.**

### **Applications should include:**

1. A comprehensive CV giving details of relevant achievements and experience in previous positions as well as your education and professional qualifications.
2. A covering letter that summarises your interest in this position, providing evidence of your ability to match the criteria outlined in the Candidate Requirements.

***All communications regarding this role will be treated with complete confidence.***