GENERAL INFORMATION

The London School of Hygiene & Tropical Medicine

The London School of Hygiene & Tropical Medicine is a world-leading centre for research and postgraduate education in public and global health. Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Founded in 1899, the School has expanded in recent years at its two main sites on Keppel Street and Tavistock Place. Our staff, students and alumni work in more than 150 countries in government, academia, international agencies and health services. Research income has grown to more than £110 million per year from national and international funding sources including UK government and research councils, the European Union, the Wellcome Trust, Gates Foundation and other philanthropic sources. The School’s multidisciplinary expertise includes clinicians, epidemiologists, statisticians, social scientists, molecular biologists and immunologists, and we work with partners worldwide to support the development of teaching and research capacity.

Our education provision has expanded to more than 1,000 London-based Master’s and Research students, 3,000 studying postgraduate courses by distance learning, and 1,000 each year on short courses and continuous professional development. Our free online courses (Moocs) are studied by more than 30,000 participants globally.

The School performs well in various global university league tables. In the US News Best Global Universities Ranking 2017, we are ranked sixth in the world (together with Oxford University) in the fields of social sciences and public health. In the 2016 CWTS Leiden Ranking, the School was ranked fifth in the world for research impact across all disciplines, based on the share of institutions’ outputs within the top 1% of papers by citation in all areas of science and independent of size of output.

The School was named University of the Year 2016 by Times Higher Education, in recognition of our response to the Ebola epidemic. The School is a member of the M8 Alliance of Academic Health Centers, Universities and National Academies, the Association of Schools of Public Health in the European Region, and the Consortium of Universities for Global Health.
# JOB DESCRIPTION

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<thead>
<tr>
<th><strong>Job Title:</strong></th>
<th>Academic Registrar and Student Experience Lead</th>
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<tbody>
<tr>
<td><strong>Department /Division/Unit:</strong></td>
<td>Division of Education</td>
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<tr>
<td><strong>Faculty/Professional Service:</strong></td>
<td>Division of Education</td>
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<tr>
<td><strong>Location:</strong></td>
<td>8 Bedford Square</td>
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<td><strong>Reports to:</strong></td>
<td>Secretary and Registrar</td>
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<tr>
<td><strong>Responsible for:</strong></td>
<td>Registry, Distance Learning, Teaching Support Office, Learning Technologies/E-Learning, Quality Management, The Careers service and Student Welfare</td>
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<td><strong>Full Time/Part Time/Casual:</strong></td>
<td>Full Time</td>
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<td><strong>Grade:</strong></td>
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## Overall Purpose of the job

The Academic Registrar and Student Experience Lead provides leadership and strategic oversight of student facing services in the School. In particular, the post holder oversees Registry, (including Student Records, Student Finance, Examinations, and UKVI compliance), Quality Management, E-learning, Student Welfare/Support, Teaching Support Office (face to face courses) and Distance Learning provision (in collaboration with the University of London International Programmes). The Academic Registrar and Student Experience Lead is line managed by the Secretary and Registrar, but works collaboratively with the Pro-Director for Teaching, Learning and Inclusion on a day to day basis.

## Principal Duties and Responsibilities

The post holder provides strategic and managerial leadership for the School in respect of support to the administration of all teaching and learning activity. The Academic Registrar and Student Experience Lead will lead the strategy, staffing structure and resources and line manage the Heads of the constituent services providing a comprehensive and professional support service to the School’s education provision. The role holder will have the ability to balance strategic and operational aspects of the role and have well-honed negotiating skills and high levels of digital literacy. The Academic Registrar and Student Experience Lead will be expected to continually improve the effectiveness, efficiency and quality of processes and services provided by the School, in line with the School strategy and the need to deliver an outstanding student experience.
The post holder will manage the Head of Registry, Head of the Quality and Management Team, the Student Advisor, the Head of the Teaching Support Office, the Careers service and the Head of Distance Education and Professional Development.

**Management, Teamwork and Motivation**
- Provide leadership and direction to staff in designated service areas in order to ensure that a high quality professional service is delivered to the School in all areas of support across the student lifecycle
- Work with section heads to ensure links across the service areas are strengthened and complementary
- Develop operational plans for the development of staff within the Division in order to ensure staff have access to the skills they need in their work and the opportunity to develop their careers

**Decision Making**
- With academic leaders, make decisions on behalf of the School as a whole on matters relating to the delivery of support to teaching programmes
- Design new processes and procedures to enable the Division to deliver the best possible service on behalf of the School

**Service Delivery**
- Ensure that management information is presented to the Secretary and Registrar in a timely and reliable way in order to ensure that he/she is able to report to SLT, Senate, Council and other governing bodies in a timely and accurate way
- Set overall standards of service offered in consultation with stakeholders and the Secretary and Register
- As a member of the major incident team, contribute to the School’s response and ensure that there is appropriate out of hours cover and crisis response;
- Identify and effectively manage student facing risk;
- Ensure that there are appropriate business continuity plans in place for all areas within the roles remit

**Liaison and Networking**
- Working with all internal stakeholders in particular the Secretary and Registrar, Pro-Director, The Head of Legal Services with respect to UKVI, Associate Deans and Course Directors on the delivery and development of the School taught programmes and providing advice and guidance where appropriate
- Ensure that all internal and external stakeholders are properly informed on the delivery of School Programmes
- Represent the School and maintain strong links with colleagues across the sector in order to remain informed on developments related to the role

**Communications**
- Prepare and deliver complex information to a range of stakeholders in order to inform and advise staff, students and managers on behalf of the designated area of service
- Ensure that communication with external stakeholders (including but not restricted to OFS, HEFCE, HESA, partner organisations and funders etc) is maintained in a way that safeguards the interests of the School whilst satisfying statutory requirements
- Actively promote services to staff and students

**Budgeting and Planning**
- Manage the work of the Division as a whole, allocating resource as required to fulfil the needs of the School
- Take overall responsibility for budget management for the designated service areas including budget preparation, forecasting, monitoring and reporting

**Initiative and Problem Solving**
- Design solutions to complex problems particularly around resource allocation and compliance with regulations and governance. Some of these decisions will have significant effects on other services and stakeholders and will need to be developed through consultation
- Understand and contribute to the School's response to relevant legislation and regulation.

**Additional Information**
The post holder will have considerable freedom to act, dealing with resourcing issues, management information, liaison with a wide range of internal and external stakeholders.

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**Generic duties and responsibilities of all LSHTM employees**

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is full consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the Secretary and Registrar.

The post holder will be responsible and accountable for ensuring all School policies, procedures, Regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

*This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance review (appraisal) process.*
PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

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<td>Division of Education</td>
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<tr>
<th>Competency</th>
<th>Evidence</th>
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| **Education, Qualifications and Training** | • Higher education to degree level, or equivalent, or substantial relevant experience  
• Evidence of continuing professional development including regular attendance on internal and external study programmes |
| **Experience** | • Experience of promoting excellence in areas of administration and the provision of support services, including the setting of service standards and monitoring of performance  
• Experience of working in a leadership role in Higher Education with a proven track record of effectively supporting academic staff  
• Proven ability in development of the student experience  
• Demonstrable experience of effective budgetary management and control, including achieving annual targets on a regular basis  
• Proven experience of managing change in support of corporate and local objectives  
• Track record of introducing policies, procedures, processes and systems effectively |
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<tr>
<th>Knowledge</th>
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<tr>
<td>• Knowledge and understanding of key legislation that impacts Higher Education</td>
<td>E</td>
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<td>• Knowledge and understanding of UKVI requirements in relation to student recruitment and attendance monitoring</td>
<td>D</td>
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<td>• Evidence of understanding the School’s values and corporate objectives, proactively promoting these to colleagues</td>
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<td>Personal Qualities</td>
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<td>• Ability to balance strategic and operational aspects of the role and have well-honed negotiating skills and high levels of digital literacy</td>
<td>E</td>
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<td>• Collaborative and flexible approach and ability to work well and effectively with all colleagues and students</td>
<td>E/I</td>
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<tr>
<td>• Commitment to School’s policy of equal opportunities and the ability to work harmoniously with colleagues and students of all cultures and background</td>
<td>E/I</td>
</tr>
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E-Essential: Requirement without which the job could not be done  
D-Desirable: Requirements that would enable the candidate to perform the job well  
E/I – Essential but will be tested at interview.

Date compiled: 06/12/2017

**ASYLUM AND IMMIGRATION STATEMENT**

The School will comply with the Immigration, Asylum and Nationality Act 2006, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to bring their passport (and visa if applicable) to interview so that it can be copied and verified.

Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications. However, candidates who require sponsorship cannot be appointed if a suitably qualified, experienced and skilled EEA applicant is appointable, due to the UK Visas and Immigration requirements. For further information on this please visit the UK Visas & Immigration website.