



Job Description and Person Specification

Job title:	Registry & MIS Manager
Level:	Support Manager
Accountable to:	Head of Data & Compliance
Key relationships:	Senior Leadership Team, Director of Strategy & Funding, Finance, Quality, Curriculum team including their support & administration, IT and Facilities, Marketing
Hours:	Full-time, 37 hours per week
Salary:	Manager salary grade

About the FRA:

The Fashion Retail Academy, awarded Ofsted Outstanding, is a unique, employer led college. It was founded in 2005 as a unique private-public partnership with investment from the retail industry matched by the government.

We offer a wide range of specialist fashion Diploma, Degree and Short courses, many of these exclusive to the FRA, for students of all ages with start dates throughout the year. Our courses are developed to provide the student with a combination of an in-depth knowledge of Fashion Retail and hands on practical experience of the work environment. Most full-time courses provide a guaranteed work placement with a major high street brand, ensuring graduates leave with a wide range of skills and experience to take them into the workplace.

Our success lies in providing the fastest route to work, simultaneously giving students vocational experience and support to find a job role on graduation.

Purpose of the role:

To ensure that accurate timely data is available to inform strategic decision making, facilitate resource & curriculum planning, support all aspects of the learner journey and comply with statutory external stakeholder requirements including submissions to funding organisations. This will be achieved by leading and managing the MIS and registry staff within the academy to administer learner funding and bursary, exams, resource planning and timetabling, admissions, enrolment.

Key accountabilities:

- Leadership and Management – be an integral part of the FRA’s management team. Line manage, oversee and continuously improve the work of admissions, MIS, exams, learner bursary and timetabling/ registers.
- Funding – ensure the FRA maximises funding contracts and enrolment targets and take a direct lead in ensuring data integrity, efficient and effective operations.
- Compliance – lead on the compliance requirements for internal and external audit of learner data and processes as well as funding bodies, awarding organisations, exams and Tier 4 visas.
- MIS – be the lead on our MIS system and ensure mandatory returns are high quality, timely and complete. Work with departmental ambassadors to ensure the system’s effective use.
- Reporting - develop and enhance the dissemination, understanding and use of data to inform key decisions and empower ownership throughout the FRA.
- Resource utilisation – collaborate with senior staff to design the overall delivery timetable for the curriculum, optimising use of resources.

Key responsibilities:**Exams:**

To manage Registry staff administering registrations, examinations and claims; ensuring adherence to regulations and commitments to JCQ and awarding organisations; oversee collation and analysis of performance data including exam results and internal assessments in collaboration with the academy leadership team.

Admissions:

To manage Registry Admissions staff to ensure a prompt and professional service to applicants from initial eligibility screening to offer stage and beyond. In addition to mainstream applicants, this includes any necessary liaison with Falmouth University, UCAS and applicants to degree courses, processing overseas applicants, creation and issue of CAS where appropriate in compliance with Home Office Tier 4 regulations. There are several “Open Events” outside FRA normal operating hours (evenings / Saturdays). Admissions staff work at these events and it is expected that the Registry manager will provide support / cover if necessary.

Timetabling and resources:

To collaborate with the Special Projects Manager in development of Academy Timetables. This supports the needs of curriculum delivery whilst achieving optimal utilisation of available resources. To manage the Timetabling Coordinator who will devise and execute effective processes for collecting, quality assuring and disseminating planning information (including capture of the full year plan and creation and maintenance of registers throughout the year).

Learner bursary, funding and loans:

To manage Registry staff who process bursary applications, loans and requests for additional financial assistance. They will capture data into requisite systems, communicate with learners, management, Finance (to initiate payments) and relevant agencies (especially the Student Loans Company).

1. To take a pro-active and innovative approach to problem solving in the Academy and to be responsible for provision of reliable high quality information, working flexibly to achieve external and internal timescales. This includes data analysis and reports and may extend to engaging third parties to develop extraction and reporting services.
2. To participate fully in the planning and execution of enrolment at intake points (typically start and middle of the academic year). This requires attendance at planning meetings, creation / updating of relevant documents, preparation of staff rotas and oversight of stages of the actual enrolment.
3. To manage staff in Registry: setting objectives and supporting development for individuals and the team as a whole, reviewing performance in line with Academy good practice. Ensure processes and the work of the team are properly documented, drafting policies and procedures as appropriate.
4. To liaise with curriculum teams to maintain curriculum data in learner records systems and to advise on opportunities for maximising funding.
5. To compile and submit data and funding returns including the ILR and to keep abreast of changes to funding methodology, providing information to the SLT on key developments, ensuring changes in Government Initiatives, Local Authority and ESFA policy / structure are implemented and reflected in information produced.
6. To play a key role in the development of the Academy wide Information Systems strategy, encompassing all areas of information management. This includes collaboration with IT, internal stakeholders and third party developers to implement and test new systems, leading training sessions for new systems and new starters, defining and setting service levels.
7. To liaise with internal, external and funding auditors to provide information, formulate responses to reports and implement recommendations.
8. To work with others to develop and maintain a positive working environment and uphold the Academy's values through effective leadership by providing direction, leading by good example, communicating effectively, influencing others, bringing out the best in people, acting as a positive force for change and making effective decisions.
9. Work with Human Resources and stakeholders to identify training needs and actively seek out relevant training and development opportunities. To fully participate in Academy programmes of staff appraisal and continuing professional development and to undertake professional development as and when required.
10. To promote all Academy policies and procedures and ensure they are followed by staff and learners.
11. To attend internal and external meetings as and when required.

Other:

- To perform any other duties consistent with this position as may from time to time be assigned to you by your line manager or as required anywhere within the FRA.
- To be committed to your own development through effective use of the FRA's performance review scheme and staff development processes.
- To support the delivery of the FRA's strategy as it relates to this position.
- To work collaboratively with the wider business and support the work of academic, curriculum and support teams as may reasonably be required in the delivery of the FRA's strategic plans.
- **Safeguarding.** Comply at all times with the FRA's safeguarding policy and play an active role in maintaining and promoting students' safety and security in their learning environment.
- **Equality and diversity.** To be committed to, adhere to and promote the FRA's Equality and Diversity policy at all times.
- **Health and Safety.** Abide by and raise awareness of health and safety in line with FRA policy and procedures.

- **Data Protection.** To understand your own responsibilities, be committed to and comply with all FRA's policies, procedures and guidelines with respect to the collection, processing, storing and sharing of all personal information as it relates to this position to comply with GDPR.

Note: From time to time work priorities and deadlines may necessitate late working. The Registry team are expected to work flexibly to achieve these deadlines.

This job description should not to be regarded as exclusive or exhaustive. It is intended as a summary outline of the current areas of activity and it may be subject to modification from time to time as necessitated by the changing needs of the FRA.

Updated November 2018

Specification		
	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> Degree or equivalent professional qualification English & Maths: minimum GCSE grade 4 (Grade C) or equivalent 	<ul style="list-style-type: none"> IT related qualification Evidence of CPD
Knowledge	<ul style="list-style-type: none"> Excellent knowledge of basic MS Office packages, including Word, Excel and PowerPoint Demonstrable knowledge of FE College student information systems especially admissions, enrolment and exams Good understanding of timetabling and resource allocation processes Excellent knowledge of FE funding streams, ILR and funding claims 	<ul style="list-style-type: none"> Knowledge of Civica REMS Knowledge of Office 365 and SharePoint highly desirable Knowledge of JCQ regulations and of data interchange with awarding organisations Knowledge of relational databases Knowledge of technical systems and their integration
Experience	<ul style="list-style-type: none"> At least 3 years' experience in education administration in a registry, MIS or similar function At least 1 year experience of line management of three or more staff and performance-by-objective systems Significant experience of developing and implementing effective administrative systems Experience of working with students 	<ul style="list-style-type: none"> Experience of implementing IT systems in an education environment
Skills	<ul style="list-style-type: none"> Excellent analytical and problem solving skills Strong verbal and written communication skills Ability to form strong and productive partnerships across teams Demonstrable organisational ability and planning skills 	<ul style="list-style-type: none"> Ability to analyse complex data and present summarised and accessible findings Ability to develop / update SQL scripts Ability to write clear and concise reports
Attributes / Personal Characteristics	<ul style="list-style-type: none"> Ability to develop and maintain sound working relations with key internal and external stakeholders. Positive approach to change and comfortable working with ambiguity 	

Specification		
Essential		Desirable
	<ul style="list-style-type: none"> • Proactive, self-motivated, flexible – doing what needs to be done and prioritising students and service needs • Commitment to own professional development • Enthusiastic commitment to FRA values 	

Living and Practicing the Fashion Retail Academy's Values:

PROFESSIONAL – working with the utmost of honesty and integrity in all that we do, we care about the outcome

GOING THE EXTRA MILE – more than a statement, it is a state of mind. We have rigour and a relentless focus on the outcome, exceeding the expectations of our stakeholders.

INSPIRATIONAL – We motivate people to achieve great things and through demonstrating passion in our actions we are role models for others.

FLEXIBLE APPROACH – working collaboratively at all time we are adaptable and responsive to changing circumstances. We think and act creatively and are prepared to find new ways of achieving the outcome.

COLLECTIVE RESPONSIBILITY – every staff member takes responsibility for the FRA's direction of travel and innately understands how their work contributes to our strategic plan.