



**ADMISSIONS & REGISTRY ASSISTANTS X3**  
**Salary: up to £25,000 per annum, pro-rata**  
**Full-time, Fixed-term contract to 30 May 2025**  
**plus, excellent benefits**

Richmond American University London is seeking to appoint three Admissions & Registry Assistants to support the exciting project of implementing the new Student Record System (SRS).

The Admissions & Registry Assistants will report to one of the Deputy Registrar: Systems & Compliance, Deputy Registrar: Student Support or the Head of Admissions, subject to the priorities in the project calendar. They will provide effective administrative support to the teams for the duration of the Student Record System project. Successful postholders will assist in delivering a range of key operational functions throughout the project, including system testing, general operational support and reviewing training materials for students and colleagues.

The preferred candidates will be highly organised with the ability to prioritise work and meet deadlines. Confidence and competence with navigating new systems and processes is essential, and full training and support will be provided.

**About Richmond American University London**

Richmond is a private, not-for-profit, liberal arts and business studies University. It has dual degree accreditation, awarding UK and US taught undergraduate and master's degrees. Richmond offers a diverse working environment with a fully international student and staff body. The implementation of the new SRS is at the heart of Richmond's strategic priorities and offers an opportunity to enhance Student experience at the university, whilst working with a range of colleagues across the University.

Following the move to our new state-of-the-art campus in [Chiswick Park](#), West London, we are developing a new strategy that will see the University grow and further diversify its student body, broaden and diversify its academic offer and expand its international partnerships.

Richmond operates on a hybrid working model, and it is expected that the postholders will work on campus for three days per week, during term-time.

Richmond is an equal opportunities employer; a Basic DBS check is required for this position. To review the full job-description, please visit: <https://www.richmond.ac.uk/about-richmond/work-for-us/>

**Closing date: 17 March 2024**

**Interview date: 25 March 2024**

**To apply for this role, please email your CV and cover letter, together with details of three recent work-related references to [hr@richmond.ac.uk](mailto:hr@richmond.ac.uk)**

Please note that while submitted applications will be we are unable to provide individual feedback to applicants.

## **JOB DESCRIPTION**

### **JOB TITLE: ADMISSIONS & REGISTRY ASSISTANT**

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#### **REPORTING TO:**

The Admissions & Registry Assistants report to one of the Deputy Registrar: Systems & Compliance, Deputy Registrar: Student Support or the Head of Admissions.

#### **SUMMARY:**

The Admissions & Registry Assistant is responsible for providing effective administrative support to the Admissions and Registry Services teams, for the duration of the Student Record System project. The Admissions & Registry Assistant will assist in delivering a range of key operational functions throughout the project, including system testing, data entry and general operational support.

#### **MAIN DUTIES:**

The Admissions & Registry Assistant's main duties would be:

- assist with the testing and implementation of the new Student Record System;
- maintain application records on the University's student administration system(s) and UCAS: processing decisions/replies, maintaining supporting paperwork, and communicating with the applicant through the key stages of the annual cycle;
- respond to application-related queries (phone, email and face-to-face) and follow-up as necessary;
- participate fully during registration and orientation periods;
- administer academic advisor allocations and academic advisor changes, within the Student Record System, where appropriate;
- ensure effective day-to-day liaison with other professional services departments in the processing of applications, for example, Student visa sponsorship;
- Primary responsibility for managing email communications for both Admissions and Registry Services;
- assist with internal student and faculty communications regarding academic deadlines, key academic calendar periods and course registration;
- assist with the preparation, production and maintenance of the university course timetables;
- assist with transcript, diploma, verification duties;
- assist with collating and organising of evidence for student petitions and appeals based on mitigating circumstances;
- assist with the preparation for and delivery of final examination arrangements and graduation procedures;
- perform additional duties as assigned by the Head of Admissions and the Deputy Registrar(s);
- adhere to and promote the University's policies and procedures.

#### **LOCATION:**

The Admissions & Registry Assistant is located at the University's Chiswick Campus. Richmond operates on a hybrid working model, and it is expected that the postholders will work on campus for three days per week, during term-time.

#### **SPECIAL NOTE:**

A Disclosure and Barring Service check at the enhanced level is required for this position. Occasional evening and weekend work is required.

**GENERAL:**

The above responsibilities are subject to change at the discretion of the Line Manager and shall include other responsibilities as the Line Manager may from time-to-time assign. The Line Manager may also, at their discretion; reassign some of the above responsibilities.

**PERSON SPECIFICATION**

**ESSENTIAL:**

- highly organised with the ability to prioritise work and meet deadlines;
- a working knowledge of databases and reporting tools, and proficient in Microsoft Office Suite, including Outlook, Word, Excel, PowerPoint skills;
- strong oral and written communication skills and the ability to build effective working relationships with staff at all levels across an organisation;
- accuracy and attention to details;
- demonstrable commitment to customer service;
- ability to communicate effectively with a wide range of stakeholders;
- ability to work under pressure as part of a team or as an individual using own initiative;
- a proactive, flexible approach to working;
- intercultural sensitivity.

**DESIRABLE:**

- experience of working in international higher education;
- an understanding of the UK or US secondary and higher education systems and empathy with the mission of the University;

**DATE REVIEWED:**

March 2024