South East European University

JOB DESCRIPTION

Position No. 601

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Registry Leader</th>
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<tbody>
<tr>
<td>Faculty / Department:</td>
<td>Student Services</td>
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<tr>
<td>Centre/Sector:</td>
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<td>Reports to:</td>
<td>Director of Student Services</td>
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<td>Supervises:</td>
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<tr>
<td>Status and Ranking:</td>
<td>Full Time: √ Part Time:</td>
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Job Purpose

To co-ordinate the work of the Registry Office, and carry out the effective operation of a range related functions such as student enrolments, e-grading and dealing with student transfers and diplomas; and to carry out institutional research and provide business intelligence reports on specified issues.

Main Duties and Responsibilities

To contribute to the planning and review of the work of the Registry Office and Student Services
To co-ordinate effectively the work of the Registry Office and supervise and advise its staff
To liaise regularly and effective with the Director and other Student Services Offices in order to report on progress and contribute to efficient operation and development of services
To liaise positively and proactively with Faculties/Centres and Departments in order to ensure that relevant, accurate data and information is available
To support and advise students professionally and in a timely way so that they have information concerning issues such as grades and transfers
To regulate student transfers both internally and externally from/to other institutions
To enter student enrolment data accurately and on time on a semester basis on the University Management System (UMS), in liaison with the Administration of Academic Planning Office
To enter student grades into the system and ensure that records of grades are kept and are available as requested and according to University guidelines
To generate graduation certificates and student diplomas
To ensure the integrity of the data provided, giving due respect to legal and institutional requirements as well as data protection and other relevant regulations
To prepare and submit business intelligence reports on an institutional or Faculty/Departmental level and for specified external bodies, according to an agreed schedule and upon request; and to ensure that they are submitted in a clear, accessible and attractive format in the languages required
To support the implementation of surveys and provide clear reports on the results as required
To provide regular, updated information as part of the Student Services Web-Page
To participate in the University’s Self-Assessment processes and to take part in relevant training, including sharing good practice and expertise
To carry out duties and responsibilities in a legal, safe and secure manner
To undertake duties in line with all University statutes, policies, procedures and guidelines and to follow the University’s mission of excellence and equity
To carry out other duties in line with the rank of the post as may be reasonably required
**South East European University**

### Qualifications, Knowledge and Experience

**Essential:**
- Bachelors level qualification in Computer Sciences or equivalent professional qualification
- Successful experience of providing data and analyses in presentable formats
- Three years’ experience of working in a related environment

**Desirable:**
- Experience of working in a higher education institution
- Experience of coordination of a service or function

### Skills and Abilities

**Essential:**
- Effective communication (oral and written) in the three languages used at the university (Albanian, Macedonian and English) and contribution to the implementation of the Language Policy
- Excellent interpersonal and communication skills, both oral and written
- Ability to work within a team
- Ability to analyse and summarize information
- Ability to function with due regard for confidentiality
- Ability to produce good quality written reports and documents
- Ability to advise and liaise effectively with the staff
- Effective organizational and time management skills
- Ability to work independently, flexibly and co-operatively
- Ability to prioritise work load effectively to meet deadlines and work well under pressure
- Excellent attendance and punctuality and effective use of working time
- Ability to use information technology and university computer systems efficiently to meet job requirements
- A willingness to undertake training
- A willingness to work within, contribute to and promote the University’s mission of excellence and equality

**Desirable:**
- Ability to identify and initiate new ideas and projects, to review their success and make improvements
- Ability and willingness to travel when necessary
Organisation Chart

Student Services

Acceptance and Review

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<tr>
<th>Signature of Post Holder:</th>
<th>Date:</th>
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<tbody>
<tr>
<td>Signature of Director:</td>
<td>Date:</td>
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Review

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