

Job
description

Registry Officer (Student Experience and Doctoral Training Partnership)

March 2024

Directorate:	Registry Academic Services
Pay grade / staff group:	Professional Services 4
Hours / duration:	Full-time (35 hours per week), Monday to Friday.
Reports to:	Head of Research Degree Programmes

Context

The role is based in the Academic Services Directorate which aims to create an efficient and effective academic environment for the scientific community to flourish. The work of the Directorate underpins both research and education supporting the whole research lifecycle, providing education resources, administering all aspects of postgraduate study as well as managing ICR information and personal data safely, fairly, and legally. The successful applicant will join the Registry team which provides administrative support and policy expertise for the operation of the ICR's degree programmes as well as leading on the enhancement of the student experience and the management of strategic education collaborations.

Main purpose of the job

The post-holder is responsible for managing enhancements to the overall research student experience across the entire student lifecycle as well as the day to day running of the MRC Doctoral Training Partnership.

Our mission
is to make the
discoveries that
defeat cancer.

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Duties and responsibilities

Student Experience

Devise and manage actions to address student feedback (via all feedback routes including the Postgraduate Research Experience Survey) and ensure that all student voices are heard.

Liaise with Learning & Development colleagues to ensure a suitable and flexible provision of training in support of all of the ICR's research degree programmes.

Develop bespoke training activities and support for student cohorts appropriate to their distinct needs (including those for international students and for clinical fellows and MD(Res) students).

Implement student mentoring schemes as required.

Plan inductions for research students which provide an appropriate overview of the degree programmes and opportunities to connect with the wider student community.

Support the Head of Research Degree Programmes in the planning and delivery of the ICR Award Ceremony with responsibility for all logistical arrangements.

Lead on the design of new communication strategies for all research students including at pre-registration

Ensure student-facing information (e.g. Student Handbook and intranet pages) and signposting to relevant advice and guidance is up-to-date and accessible to all.

Find ways (via the Student Charter, training and communications) to ensure that expectations are set for students and supervisors not only in support of Academic Regulations but also around ICR Values and cultural priorities.

Input into plans for senior tutor and supervisor training provision, helping to identify areas for enhancement.

With colleagues, plan and deliver enhancement activity relating to student support such as the roll-out of student-specific mental health resources.

Along with the ICR's Wellbeing Coordinator, support student wellbeing champions; collating resources and supporting specific student wellbeing activities.

Attend the Staff-Student Engagement Committee meetings to ensure student needs are considered in ICR-wide initiatives.

Maintain awareness of student equality issues, working with others in the team and across the ICR on efforts to address improve equality, diversity and inclusion efforts at the ICR.

Provide input into quality assurance and policy reviews to incorporate support provision or highlight welfare and equality issues.

Provide reports to the Deputy Dean using feedback data to aid senior monitoring team in identifying patterns in wellbeing issues, including potential hotspots for bullying or harassment

Understand the regulatory landscape through policy and regulatory updates and appropriate advisory forums.

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Monitor changes in expectations and focus for the HE sector and assess what this means for the ICR's delivery of degree programmes and how we support our students.

Join networks and form connections with other HEIs to increase awareness of best practice and shared challenges within the sector.

Doctoral Training Partnership Co-ordination

Secure a knowledge of MRC (Medical Research Council) DTP requirements and expectations

Manage the delivery of the first year taught element of the DTP alongside the Learning and Organisational Development team.

Identify additional training needs of the DTP cohort beyond the existing student training programme including cohort building and professional development events using industrial partners.

Research and liaise with external training venues and facilitators for events such as away days

Identify cost and monitor expenditure on training activities and manage and report on additional discretionary funds.

With the Learning and Organisational Development team, schedule and advertise training, making sessions available to a wider ICR audience where appropriate.

Manage bookings for the DTP training courses: preparing joining instructions and training objectives, sending reminders, updating attendance records and following up on non-attendance.

Manage DTP training resources including materials, audio-visual requirements, appropriate IT software and room layout or virtual set-up, as well as online resources

Manage and report on training records for the DTP student cohort

Using student feedback, evaluate training sessions and events; making recommendations for changes in content, pre-work or trainer to ensure continuous improvement

Act as a first point of contact for DTP related issues

Manage the DTP's Flexible Training Fund, advertising opportunities and seeking approval for applications made, as well as tracking costs.

Manage relationships with industry partners, communicating the requirements of the programme and partners' responsibilities to the iCASE students.

Align interests between ICR Faculty and industry partners to support collaborative project development

Produce reports for senior managers (DTP leadership team), external industry partners, Research Degrees Committee and Medical Research Council

Provide secretariat for the DTP leadership team meetings

Review student satisfaction supplementing existing surveys where necessary and conducting 121 interviews for further insights.

Make recommendations to the leadership team on the running of the DTP and necessary enhancements to the programme.

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Represent the ICR at MRC centre managers' network meetings.

Understand PhD studentship funding landscape which shapes the DTP.

General

All staff must ensure that they familiarise themselves with and adhere to any ICR policies that are relevant to their work and that all personal and sensitive personal data is treated with the utmost confidentiality and in line with the General Data Protection Regulations.

Any other duties that are consistent with the nature and grade of the post that may be required.

To work in accordance with the ICR's Values.

To promote a safe, healthy and fair environment for people to work, where bullying and harassment will not be tolerated.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.

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Person specification

Education and Knowledge

Undergraduate degree	Essential
An understanding of postgraduate education and the higher education environment.	Essential
Excellent knowledge of Microsoft Office including Word, Excel, and Outlook	Essential
Good knowledge of regulatory expectations around student support	Desirable

Skills

Excellent standard of written and spoken English.	Essential
Excellent organisational skills with ability to deliver to tight deadlines	Essential
Excellent interpersonal and networking skills with the ability to relate to a wide variety of people from industry leaders, research councils and professional staff to students	Essential
Excellent attention to detail and accuracy	Essential
Good numeracy skills with the ability to present and interpret statistics	Essential
Professional manner for dealing with senior academics, industry partners and external contacts (e.g. written ability, phone manner)	Essential
Ability to work collaboratively as a team and independently	Essential
Ability to motivate and influence others	Essential
Ability to use initiative and be proactive in dealing with workloads	Essential

Experience

Working with students, administrative and academic staff and senior management	Essential
Working in a busy training administration/ office environment	Essential
Proven ability to work effectively under pressure and prioritise tasks effectively	Essential
Experience in managing a large and diverse workload	Essential
Experience of developing, managing and reporting on budgets	Essential
Experience of data gathering and interpretation including conducting one to one interviews	Essential
Collating and presenting information to inform reports for a variety of uses	Essential
Experience in the academic sector or NHS	Desirable
Experience in managing funded PhD programmes	Desirable
Experience of leading on recommending and delivering enhancements to projects or processes	Desirable

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About our organisation

The Institute of Cancer Research, London, is one of the world's most influential cancer research institutions, with an outstanding track record of achievement dating back more than 100 years. Our mission is to make the discoveries that defeat cancer.

As well as being one of the UK's leading higher education institutions in research quality and impact, the ICR is consistently ranked as one of the world's most successful for industry collaboration. As a member institution of the University of London, we also provide postgraduate higher education of international distinction.

We are also a charity and rely on the support of partner organisations, funders, donors and the general public.

[Read more](#) to find out more about our history, culture, and achievements, and how our funders, supporters and partnerships help drive forward our work.

Our values

The ICR has a highly skilled and committed workforce, with a wide variety of roles, each requiring different skills. But whether you work as a researcher, or work as part of our corporate team, your work and behaviour is underpinned by these six [values](#). They are what bring us together as one team – as 'One ICR'.



Our values set out how each of us at the ICR, works together to meet our mission – to make the discoveries that defeat cancer.

They summarise our desired behaviours, attitudes and culture – how we value one another and how we take pride in the work we do, to deliver impact for people with cancer and their loved ones.”

Professor Kristian Helin
Chief Executive

