



Academic Registrar and College Secretary

Candidate Pack

## About GSM

Known as one of the biggest private higher education providers in UK, GSM London embodies a uniquely dynamic and entrepreneurial student base. GSM London has been delivering practical and career-focused degree programmes for over 40 years, helping students to recognise their talents and build strengths to support their learning and personal development.

GSM London takes pride in its prestigious partnership with University of Plymouth, which enables our students to gain a degree awarded by one of the UK's top modern universities. Additionally, we have been awarded the QAA Quality Mark for meeting and exceeding UK expectations for quality and standards, which contributes to our reputation as a leading private higher education provider. Currently accommodating more than 4,000 students in the historic Greenwich Campus and the London Bridge study centre, GSM London provides a range of business-related degrees, including BSc, MSc and MBA programmes.

Inclusivity is at the heart of GSM London, with all ages and cultures embraced, proving that we truly value the diversity of our staff and students and we support them to fulfil their aspirations, regardless of their background.

We aim to attract and retain the best talent by providing multiple opportunities for growth and professional development, while nurturing a desired work/life balance, offering flexibility, benefits and a generous annual leave allowance.

GSM London supports establishing networks and focuses on professional and personal growth and development. Working at GSM London will give you the satisfaction of contributing to changing students' lives and helping them realise their bold dreams.

## Our Students

There are more than 4,000 students who are studying for a range of business-related degrees, including BSc, MSc and MBA programmes. GSM London is genuinely inclusive, helping students to realise their aspirations whatever their situation. Students are encouraged to have bold dreams and the focus is on employability from day one.

## Widening Access

The College differentiates itself from other providers in higher education by embracing opportunities of diversity and inclusion. The majority of students are from the local BAME communities, are mature, often working and have family responsibilities. The three intakes a year give students more choice about their start date onto the programmes. The unusual, dynamic and entrepreneurial student base has allowed the College to develop and pioneer exciting initiatives including the introduction of strengths based learning.

## The Role

<b>Job title:</b> Academic Registrar and College Secretary	<b>Status:</b> Permanent, Full time
<b>Team:</b> Senior Leadership Team	<b>Reports to:</b> CEO and President
<b>Main Location:</b> Greenwich and London Bridge Study Centre	<b>Remuneration:</b> Dependant on Experience

As a member of the Senior Leadership Team, the Academic Registrar will demonstrate high levels of both strategic planning and operational leadership in pursuit of the corporate vision, mission and strategic plan. They will ensure that there are robust arrangements in place to support the student experience through timely and efficient administrative services for assessment, progression, awards, conferment and the certification of student achievement. They will play a leading role in developing processes, managing change and providing advice, working closely with departments and services to develop and deliver academic policies and procedures. The Academic services provision will be underpinned by a strong service ethos, high levels of collaboration and cooperation, exemplary business processes which support academic provision, and the highest standards of service to the students. The College Secretary duties including the management of relationships and duties with external bodies including regulators, the University of Plymouth and Board of Directors.

## Detailed responsibilities

### Leadership and Strategic Planning

- Leadership of the design and delivery of student services across the student lifecycle, from recruitment to graduation.
- Lead, develop and manage staff provide a professional working environment that enables staff to be engaged and performing at their optimum.
- Benchmark services and service standards against provision within the wider HE sector and identify best practice.
- Initiate and implement ways of improving efficiency and effectiveness to engender a culture of continuous improvement.
- Contribute to the development and maintenance of the College Enhancement Plan and devise, consult on and deliver the academic calendar, year on year.
- Act as a central source of professional advice to staff on matters relating to academic administration.
- Lead the development, oversight and implementation of institutional academic policy.
- Advise the President and CEO and other senior officers on GSM's academic regulatory framework.

- Ensure academic regulations are understood across GSM in support of the maintenance of academic standards.
- Deliver the principal administrative processes, such as examinations and admissions.
- Develop, review and ensure the implementation of GSM regulations for assessment, academic conduct, student complaints, discipline and fitness to practise, and other general academic and student regulations.
- Provide timely, efficient accessible services to students and staff.
- Contribute to the co-ordination of student experience related initiatives.
- Work with GSM staff and students to develop an understanding of their needs to inform the future development of services and functions.
- Maintain oversight of the operation of student appeals and complaints procedures and monitor, and report to Academic Board on, the effectiveness of the process and provide senior level advice on procedures and individual cases relating to student rights and responsibilities (e.g. complaints, appeals, student discipline and academic misconduct).
- Drive organisational, process or cultural changes required to assure and/or improve the delivery of high quality services.
- Maintain general oversight of the operation of GSM's governance/committee systems and monitor sector best practice.
- Undertake any other duties determined by the CEO and President and commensurate with the level of the post.
- Contribute to other GSM projects as required. Work across GSM as a senior member of professional staff, and bring broader knowledge and expertise to pan- GSM work.

## **People & Stakeholder Management**

- Develop and maintain a network of external professional relationships, representing the institution as appropriate, and participate in appropriate professional associations.
- Contribute to other GSM projects as required. Work across GSM as a senior member of professional staff, and bring broader knowledge and expertise to the College.
- Represent GSM and the President and CEO externally, strengthening partnerships and collaborations which support and enhance the College's performance and reputation.
- Undertake personal development in skill areas related to the post.
- Maintain close liaison and good working relationships with the validating partners, the University of Plymouth and the University of Wales.

## **Quality Assurance & Continuous Improvement**

- Play a fundamental role in the institutional leadership of quality assurance, standards and enhancement. Provide robust and effective advice to senior management on academic quality, standards and enhancement and contribute to meeting the objectives of the College's strategic plan and corporate objectives. Ensure the management and monitoring of risk in relation to academic quality, standards and enhancement.
- Support the development of a collegiate and inclusive culture within the area of quality assurance, standards and enhancement and encourage this across the College as a whole.

- Manage effectively and positively GSM's formal relationship with the Quality Assurance Agency, the Office of the Independent Adjudicator and other external bodies as appropriate.
- Monitor and advise on national and international developments in education policy and practice, especially governmental policies and advice and initiatives from other relevant external bodies, including Professional, Statutory and Regulatory Bodies (PSRB's).

### **Student Support and Guidance including supporting progression and achievement:**

- Develop, review and ensure the implementation of College regulations for assessment, academic conduct, student complaints, discipline and other general academic and student regulations.
- Provide timely, efficient accessible services to students and staff.
- Contribute to the co-ordination of student experience related initiatives.
- Work with GSM staff and students to develop an understanding of their needs to inform the future development of services and functions.

**Company Secretary responsibilities** involve filing duties with Companies House and the Charities Commission.

**The College Secretary** responsibilities involve managing the relationships and duties with external bodies including regulators and the validating partner:

- provide SLT and Board of Directors (BoD) with guidance about College responsibilities and duties as regards statutory, regulatory and other authoritative bodies;
- provide SLT and BoD with guidance as and when those responsibilities change;
- provide SLT and BoD with updates on sector regulation and policy changes;
- lead the College's regulatory, statutory and compliance activity;
- act as principle contact for regulatory, statutory and compliance activity;
- responsible for the quality of (some of) the statutory returns;
- engage with external bodies as required;
- provide IAG to the CEO as regards interactions with relevant bodies.

### **Financial Management:**

- Manage department budgets to ensure they operate efficiently within budget and provide value for money. Develop and monitor annual plans and periodic strategic plans and the preparation of both strategic and accountability reports.

### **People Leadership:**

- Engage staff through regular communication of the College's business and progression and monthly meetings focused on the achievement of their individual objectives and required development.
- Lead and encourage a culture of collaboration throughout the College.

- Manage and develop the performance of staff members.

## **Health and Safety**

- Hold personal accountability in avoiding action that could threaten the health or safety of oneself, other employees, students or members of the public.

## **Key stakeholders**

### **Internal:**

- CEO and President
- Senior Leadership Team
- Deputy President/Executive Dean
- Heads of Department (Professional and Academic)
- GSM London staff
- GSM London students
- Board of Directors

### **External:**

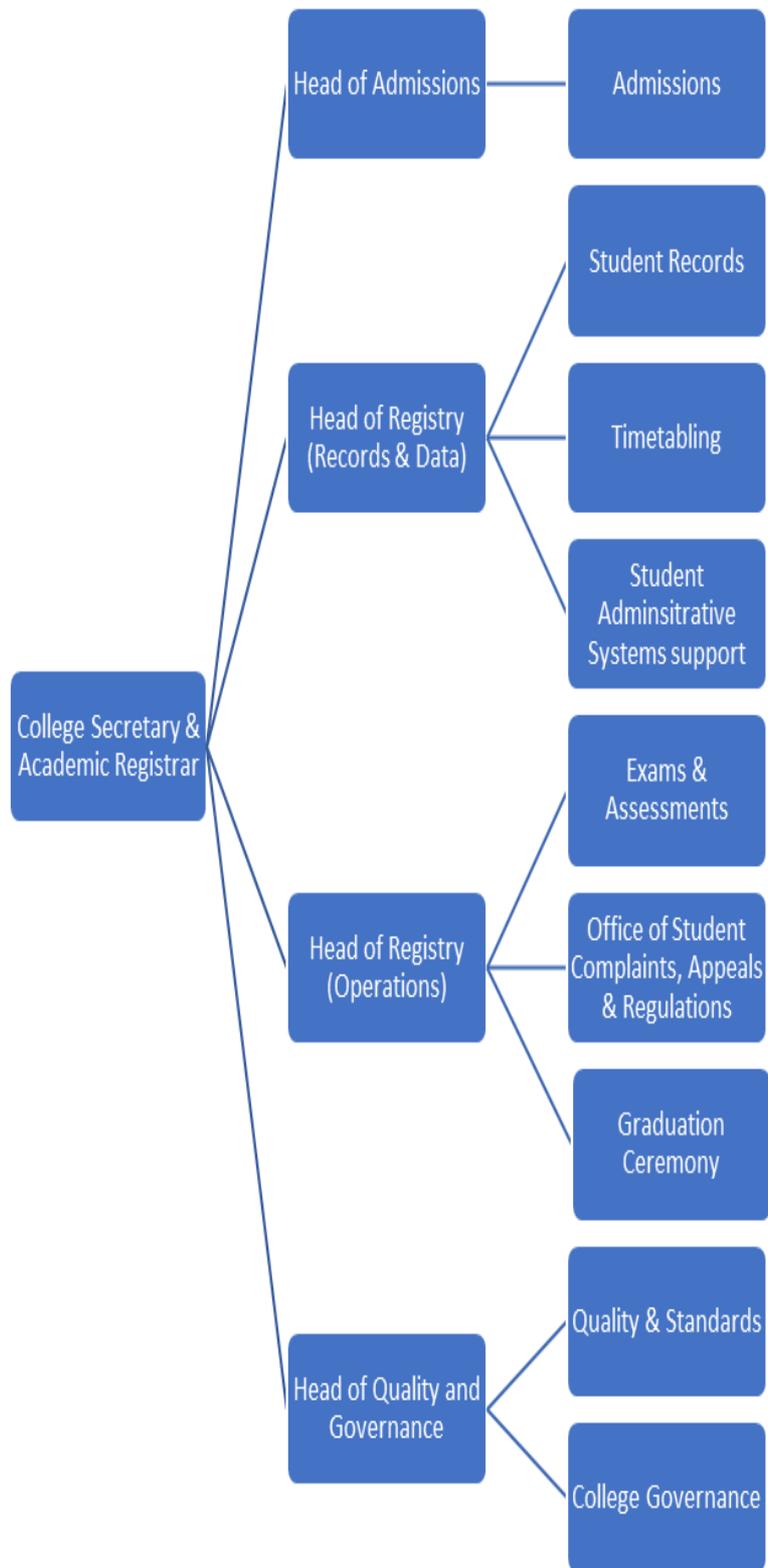
- Regulatory bodies
- Validating partners
- National sector organisations and professional bodies

## **Knowledge, skills and experience requirements:**

### **Essential:**

- Extensive knowledge and experience of the Higher Education sector.
- Degree, and/or professional qualification.
- Commitment to engage with and contribute actively to the aims and objectives of GSM London.
- Commitment to continuing personal/professional development.
- Management and leadership of several teams of staff
- Cultural sensitivity required to work with organisations and individuals internationally.
- Substantial knowledge of academic policy development (at a strategic level).
- Credible experience of strategic planning processes and innovations within Higher Education.
- Self-motivated with a proven ability to analyse complex issues and interpret regulations and procedures effectively.
- Proven leadership in a range of demanding and influential roles.
- Experience of delivering in a fast paced and demanding environment

# Organisation chart:



## How to Apply

We have retained Minerva ([www.minervasearch.com](http://www.minervasearch.com)) to advise on this appointment.

Applications in the form of a CV and a cover letter, should be submitted to [gsm@minervasearch.com](mailto:gsm@minervasearch.com).

For a confidential conversation and further information please contact [gsm@minervasearch.com](mailto:gsm@minervasearch.com).