



Job Description

Job Title: Assistant Registrar (Governance & Quality)

Department: Registry

Grade: E

Location: Guildhall School of Music & Drama

Responsible to: Academic Registrar

Responsible for: N/A

Appointed Candidates Signature:

Please sign and date here upon receiving your offer of employment

I confirm I have read the Job Description below:

Full Name:

Signature Date:

Purpose of Post

The Assistant Registrar (Governance & Quality) plays a leading professional role in supporting the School's academic governance, quality assurance, regulatory compliance, and academic standards framework for higher education provision. The postholder is responsible for ensuring that the School's processes, policies, and governance arrangements continue to support institutional compliance with external regulatory, legal, and sector expectations, and that they provide reliable assurance to senior leadership and governors on the quality and standards of the School's provision.

The postholder will exercise substantial professional judgement in interpreting and applying external regulatory and policy requirements, including the Office for Students' (OfS) regulatory framework, the CUC Higher Education Code of Governance, relevant QAA expectations and guidance, consumer protection requirements, freedom of speech duties, and other relevant statutory and sector obligations. The role requires the postholder to translate external requirements into effective internal policy, process, governance, assurance, and reporting arrangements appropriate to a specialist higher education provider.

Working closely with the Director of Student & Academic Services and Registrar, the Academic Registrar, and senior academic and professional services colleagues, the postholder will provide expert advice, develop and implement policy and process improvements, support effective committee and governance operation, and lead specific institutional projects relating to governance, regulatory assurance, and academic quality.

Main Duties & Responsibilities

1. Academic Governance, Regulation and Institutional Assurance

- Lead and manage a portfolio of academic governance, quality assurance, and regulatory compliance activity to ensure that the School maintains an effective framework for the oversight of academic standards and quality.
- Lead on the interpretation and application of external regulatory, legal, and sector requirements relevant to the School's higher education provision, advising on implications for governance, policy, process, and institutional practice.
- Ensure that robust systems and processes are in place to support compliance with the Conditions of Registration of the Office for Students and other applicable requirements, including emerging regulatory developments and interventions.
- Develop, maintain, review, and enhance regulations, policies, procedures, and guidance within the role's remit to ensure continuing alignment with external requirements, sector expectations, and institutional priorities.
- Provide authoritative advice to senior staff, academic leaders, and governors on academic governance, quality, standards, and regulatory assurance matters, including the risks, options, and implications associated with institutional decisions.
- Produce clear, concise, evidence-based reports, analyses, and recommendations for senior committees, the Board of Governors and its committees, and other senior audiences, in order to provide assurance that the School is meeting its academic quality and standards commitments.
- Use qualitative and quantitative evidence, including institutional performance and regulatory data, to evaluate risk, monitor compliance, support institutional assurance, and inform decision-making.

2. Governance and Committee Leadership

- Organise, manage, and provide high-level professional support to Academic Board and Academic Assurance Working Group (AAWG), ensuring that business is effectively planned, papers are of an appropriate standard, actions are progressed, and committees can discharge their responsibilities effectively.
- Support the effective relationship between Academic Board's responsibilities for academic standards and the assurance role exercised through AAWG on behalf of the Board of Governors, ensuring clear lines of reporting, escalation, and assurance.
- Contribute substantively to the development of committee agendas, reporting cycles, governance documentation, and assurance frameworks within the role's portfolio, rather than operating solely in an administrative or secretariat capacity.
- Attend governance committees, assessment boards, and departmental meetings as required, providing expert advice on quality, standards, academic regulations, and related governance matters, and following up actions and risks arising.

3. Quality Assurance, Enhancement and Review

- Lead or support internal academic quality assurance and quality review activity within the remit of Registry and the Directorate, including academic assurance processes, review activity, programme approval, and programme or module amendment.
- Support the School in managing significant or material changes to programmes, modules, or related aspects of provision where these may have implications for quality, standards, student contractual arrangements, or the wider student experience.

- Support or lead external quality assurance and regulatory review activity relevant to the role, including preparation for review, evidence collation, institutional reporting, and follow-up action.
- Work with staff, departments, and professional service teams to promote a self-critical, evidence-informed, and cohesive academic community committed to the assurance and enhancement of standards.

4. Policy Development, Projects and Institutional Improvement

- Lead and manage projects within the role's remit, including policy development, regulatory readiness activity, process improvement, staff capability-building, and institutional enhancement work.
- Keep abreast of developments in the higher education sector, including changes in policy, regulation, governance, quality, and assurance practice, and use this intelligence to recommend and implement proportionate institutional change.
- Engage with practice elsewhere in the sector where relevant and use professional insight to inform policy development, business process improvement, and committee or governance reporting.
- Contribute to the dissemination of good practice across the School in relation to governance, quality assurance, regulatory compliance, and academic standards.

5. Management and People

- Line manage the Senior Quality Assurance Officer and any other staff allocated to the postholder through agreed management arrangements, supporting effective delivery, performance, and professional development.
- Work collaboratively with other Assistant Registrars and colleagues across Registry and the wider Directorate to support team development, service resilience, continuous improvement, and the effective delivery of the Directorate's operational priorities.
- Contribute to the planning and delivery of departmental objectives and operational priorities within Registry and Student & Academic Services.

6. Directorate and School Contribution

- Contribute to the wider work of Registry and Student & Academic Services, providing support across the Directorate as required to maintain service continuity and respond to institutional priorities and peak periods of activity. This may include, for example, support for complaints and appeals casework, Graduation, and related institutional activity.
- Participate in departmental meetings, cross-team projects, and School-wide developments, working flexibly and collegially in support of the School's strategic and operational needs.
- Undertake other duties commensurate with the level and nature of the post.

7. Role Impact and Decision-Making

- The postholder is accountable for professional work that has institution-wide significance for the effectiveness of the School's academic governance, quality

assurance, and regulatory assurance arrangements. The role supports and informs decision-making by senior officers and formal governance bodies and contributes directly to the School's ability to demonstrate compliance with external expectations and provide assurance on academic standards and the student academic experience.

- The postholder is expected to exercise independent professional judgement within an agreed framework, including in the interpretation of regulation and policy, the framing of recommendations, the identification of issues and risks for escalation, the management of governance, and the development of operational responses to regulatory and academic assurance requirements. Strategic matters are escalated through the Academic Registrar and Director of Student & Academic Services and Registrar as appropriate.

8. Other

- The role holder will actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
- The role holder will actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post; and Guildhall School's Diversity, Equity & Inclusion agenda.

Person Specification

Job Title: Assistant Registrar (Governance & Quality)

Department: Registry

Grade: E

DBS Criterion: No DBS

Security Vetting Criterion: No security vetting is required

Politically Restricted Post Criterion: This post is not politically restricted

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (A), interview (I) or test (T) as indicated below.

Professional Qualifications / Relevant Education & Training

Essential

- Educated to degree level or with equivalent professional experience. (A)
- Excellent knowledge of the national higher education quality and standards framework, especially the Office for Students regulatory framework and relevant QAA expectations and guidance. (A,I)
- Excellent knowledge of higher education academic governance and assurance practice, including the role of governing bodies and key governance committees in the oversight of quality and standards. (A,I)
- Excellent knowledge of the CUC Higher Education Code of Governance and its relevance to academic assurance and institutional oversight. (A,I)
- Strong understanding of the wider higher education policy and regulatory environment and the current challenges facing the sector. (A,I)
- Sound understanding of legal and regulatory issues affecting higher education providers, including areas such as consumer protection and freedom of speech, sufficient to advise within the scope of the role. (A,I)

Desirable

- Knowledge of academic planning, quality cycles, and enhancement processes within a higher education institution. (A,I)
- Knowledge of the operation of professional, statutory, and regulatory body requirements in relation to academic provision. (A,I)

Experience Required

Essential

- Substantial experience of working in academic governance, quality assurance, academic standards, regulatory compliance, or a closely related field within higher education. (A,I)
- Demonstrable experience of operating and enhancing quality assurance or regulatory assurance systems, including the use of quantitative and other evidence to monitor performance and support decision-making. (A,I)

- Demonstrable experience of managing quality, standards, and compliance activity within an education environment, including implementation of external regulatory and assurance requirements. (A,I)
- Demonstrable experience of advising senior managers, academic leaders, or formal committees and presenting evidence-based options, recommendations, and risk-informed analysis. (A,I)
- Demonstrable experience of supporting or leading high-level governance committee business, including preparation of papers, management of actions, assurance reporting, and the provision of professional advice. (A,I)
- Demonstrable experience of drafting and developing policy, procedure, reports, and guidance for a range of audiences. (A,I)
- Demonstrable experience of leading projects or strategic development work that supports institutional enhancement, quality assurance, governance effectiveness, or regulatory readiness. (A,I)
- Demonstrable experience of preparing for and/or supporting cyclical review, audit, institutional reporting, or other externally-facing quality or regulatory processes. (A,I)

Desirable

- Experience of supporting the academic assurance activity of a governing body or one of its committees in a complex higher education provider. (A,I)
- Experience of working in a specialist, small, or conservatoire environment where professional roles span strategic and operational responsibilities. (A,I)
- Experience of line management, staff supervision, or matrix management within a professional services environment. (A,I)

Skills and Abilities

Essential

- Outstanding written communication skills, with the ability to draft high-quality reports, papers, policy, guidance, and correspondence for a wide range of audiences. (A,I)
- Excellent verbal communication and presentational skills, with the ability to provide authoritative advice with tact, diplomacy, and credibility. (A,I)
- Strong analytical skills, including the ability to interpret complex regulatory requirements, assess implications, and formulate reasoned and evidence-based recommendations. (A,I)
- Strong organisational and management skills, with the ability to manage competing priorities, meet deadlines, and maintain high standards of accuracy and judgement. (A,I)
- Demonstrable ability to use quantitative and complex data to analyse performance, identify issues, and support internal and external reporting. (A,I)
- Ability to work effectively at both strategic and operational levels, moving confidently between institutional policy issues and detailed process delivery. (A,I)
- Ability to initiate, develop, and implement policy and process solutions that support institutional development and continuous improvement. (A,I)
- Ability to build effective, collegial, and productive working relationships across academic and professional service teams and with external partners where required. (A,I)
- Ability to navigate challenge, ambiguity, and change while maintaining sound judgement, resilience, and professional credibility. (A,I)

**Desirable**

- Ability to support capability-building in others through guidance, coaching, training, or project leadership. (A,I)

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s) and experience. It is essential you address the criterion marked as (A) on your application form in the section for supporting information, this will be the minimum criteria for shortlisting.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.



Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Contract

The position is offered on a permanent basis.

Salary

The salary range for this job is £49,140 - £55,000 per annum inclusive of all allowances. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Pension

The pension scheme provided by the City of London is the Local Government Pension Scheme (LGPS). The LGPS is a public sector, statutory, funded, defined benefit pension scheme. Benefits are accrued based upon scheme member's salary and the length of time for which they are a member of the scheme.

You will automatically be admitted to the City of London Corporation's Pension Scheme. Member contributions are based upon the rate of pensionable pay received by the scheme member. Members contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary. Please see here for the [contribution bands](#). There is also an option to join the 50/50 section of the scheme where members pay half the contribution rate and accrue benefits at half the accrual rate.

The current employer contribution rate for the City of London is 21%.

Further details can be found on the national [LGPS website](#) and/or the [City's pension website](#).

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Hours of Work

Normal hours of work are 9.00am – 5.00pm, being 35 hours per week excluding lunch breaks, Monday to Friday, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.



Annual Leave

There is an entitlement of 28 days annual holiday inclusive of Public/Bank Holidays. There are subsequent increases to entitlement to annual holiday according to length of service.

Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six-month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

Three month's notice by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

City Benefits

As an employee of the City Corporation, you have access to exclusive discounts and privileges through a combination of internal offers from our departments and an external service we have subscribed to from Reward Gateway.

Employee Volunteering Programme

The City Corporation, in line with its aims to contribute to a flourishing society, shape outstanding environments and support a thriving economy, offers employees paid special leave time during normal hours to encourage employees to volunteer their time and skills to Volunteer Involving Organisations (VIOs) operating within the Square Mile, London and beyond.

Full-time employees may take up to 2 days or 14 hours per year in which to volunteer, between 1 January and 31 December. For temporary and part time employees these hours are adjusted pro rata. Volunteering time can be taken in smaller bite size e.g. 2 hours a week over 7 weeks, where this can be accommodated by the City Corporation and meets the requirements of the volunteer organisation



Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.