



London

Job Title: Registry Team Leader
starting salary circa £44k Per Annum

Purpose of the Role:

To manage and continuously enhance the operation of student services from enrolment to graduation, ensuring a high-quality student experience and robust record management within a growing and agile environment. The role supports the Head of Governance and Compliance and provides operational leadership to the Registry Team, developing and implementing frameworks aligned with ASU London's strategic goals.

Main Responsibilities:

Registry Operations

- Develop and maintain operational systems, workflows and documentation (including SLAs, SOPs and digital tools) to support an efficient, compliant and scalable Registry service.
- Plan and implement workload activities across the academic year to ensure deadlines are met and activities are prioritised with appropriate contingency planning.
- Develop and manage reporting structures so the Team can check, monitor and provide information to internal and external stakeholders as appropriate: for example, student performance and success, Team KPIs and in time reporting measures.
- Line manage the Registry Team.

Student Success

- Manage the student lifecycle to ensure students have a high-quality experience which supports and develops them from enrolment through to graduation and prepares them for their future careers.
- Manage Student Success activities to enhance student induction, advice and guidance, retention and support (including for students with additional needs).
- Manage students' extra-curricular engagement activities including student voice, representation and mentorship.

Governance and Compliance

- Develop and manage the academic framework consisting of regulations, policies and processes to ensure ASU London is compliant with its regulators (including UKVI) and aligns with its accreditation and academic partners.
- Support the Head of Governance and Compliance in managing internal and external data, quality assurance processes and statutory returns, working with staff across ASU London.

Partnerships and Collaboration

- Support the Head of Governance and Compliance with the operational delivery and reporting associated with institutional partnerships, placements and external engagement initiatives.
- Oversee the management of ASU London's networks to encourage and support external engagement with ASU London, its students and alumni.

General

- Undertake tasks and responsibilities as required to support Team goals and ensure the overall success of operations, demonstrating flexibility in a dynamic and developing organisation.

What we're looking for:

Essential

- Experience in student services/support, Registry or similar HE administration.
- Experience supervising or managing staff.
- Ability to manage operational processes, workflows and documentation.
- Experience supporting the student lifecycle.
- Experience contributing to quality assurance processes.
- Confidence using student record systems and digital tools (including MS365).
- Understanding of HE regulations, compliance requirements and data quality.
- Strong organisational, planning and problem-solving skills.
- Ability to analyse data and prepare clear reports.
- Strong written and verbal communication skills.
- Ability to work collaboratively with a range of stakeholders.
- Flexible, adaptable and able to work effectively in a developing organisation.
- Interest in change management and service improvement.

Desirable

- Degree or equivalent qualification.
- Experience with UKVI compliance.
- Understanding of sector quality frameworks and best practice.
- Experience with student engagement activities (e.g., student voice, mentoring).



HOW TO APPLY

If you wish to apply, please download our application form and send your application in addition to your CV to careers@asu-london.ac.uk

We welcome applicants seeking fractional/part time role of a 0.8 FTE and urge people to apply early as we have the right to interview and appoint early.

Closing Date- 03 March 2026

BENEFITS

Core terms

- Working days per annum 260
- Holiday entitlement 28 days
- Closure days Additional 5 days (Christmas/New Year) plus identified statutory/ bank holiday days
- Buying holiday Up to 10 days may be bought, 5 days maximum may be sold
- Holiday year runs 1 January – 31 December each year
- Pension incl. life insurance and permanent health insurance, employer contribution up to 10%
- Life Insurance 4x Annual Salary
- Hours of work per week 40 hours, a standard day is 8 hours. There may be a requirement for evening or weekend working for identified roles.