

Job Description

Job title	Conferments and Awards Officer
School / department	Academic Registry
Grade	5
Line manager	Assistant Registrar (Graduation)
Responsible for (direct reports)	N/A
Date of creation or review	17/07/2025

Main purpose of the job

To support and put into effect agreed University procedures and processes in order to ensure the smooth and professional delivery of the University onsite and external graduation ceremonies. This will include:

- To proactively assist the Assistant Registrar (Graduation) with the planning, management and organisation of onsite and external Graduation Ceremonies.
- To manage events associated with the conferment of honorary awards working with the Clerk to the Board of Governors and the Alumni Department.
- To support the production and dispatch of final award transcripts and certificates.
- To work proactively with Schools/Colleges, Central Service Departments and UWL Senior Management to deliver graduation on time and within budget to meet the needs and priorities of the University.
- To assist the Assistant Registrar (Graduation) with any relevant change management and development requirements to meet University business needs.
- Deputise for Assistant Registrar (Graduation) as required at meetings and with tasks related to the management of graduation ceremonies.

The post requires a flexible approach to working hours and willingness to work on different university sites and other external locations when required. Occasional weekend and evening work will be required.

Key areas of responsibility

- To oversee the production of final graduation documentation including recording of prize winners, cohort cards, student name cards, tickets, student, guest and staff seating plans, student attendance and ticket payment lists.
- Assist on the days of all graduation ceremonies undertaking tasks allocated by Assistant Registrar (Graduation). For example, supervision of ushers and helpers, supporting operations relating to student registration and front of house desks, meet and greet VIP guests and senior staff and provide support during the ceremonies as required.

- To manage routine graduation communications for students, staff, partner institutions and VIP guests in a timely manner and appropriate format, including development of the use of appropriate social media channels.
- Working closely with the Assistant Registrar (Graduation) take a lead in planning, organisation and running of Graduation Ceremonies which includes: provision of information to staff and graduands, processing of ticket requests and payments, production of honorary award certificates.
- Responsible for the introduction and implementation of online ordering of staff academic gowns, working closely with the gown hire external provider, currently Ede and Ravenscroft, and Schools/Colleges.
- Responsible for the management of the design, production and timely delivery of graduation ceremony programme, in liaison with Senior Management, Marketing and Registry colleagues.
- To work with the Conferments and Awards Senior Analyst to support the preparation and analysis of data from the student records system (currently SITS) to confirm eligibility of UWL students and UWL Partners' students to attend graduation ceremonies in liaison with Schools and Colleges.
- Maintain up-to-date information held on graduation related databases and spreadsheets of eligible students and their details. For example, special seating requests, change of personal details, guest ticket cancellations and deferral of ceremony attendance.
- Act as the main day-to-day contact point for all routine enquiries received from staff, students and external providers relating to graduation ceremonies - responding to queries in a timely manner, frequently under pressure, with adherence to tight deadlines.
- Prepare risk assessments relating to onsite graduation ceremonies in liaison with external contractors and UWL Health and Safety team.
- Schedule and coordinate graduation ceremony planning meetings, make notes and follow-up actions, deputising for Head of Conferments and Awards in his/her absence.

PLANNING AND ORGANISING

- To plan and prioritise own workload to ensure that all deadlines are met in line with the University annual calendar of activities, working proactively with the Conferments and Awards Administration Team.
- Preparation and maintenance of all graduation documentation to comply with audit requirements and prepare Lessons Learned Reports.
- Manage multiple graduation processes concurrently to support the successful operations of onsite and offsite graduation ceremonies within tight timescales.
- Plan, schedule and implement preparation and instructions for all graduation attendees and helpers including on-site walk-through in a timely and appropriate manner.
- To organise the processing of student online graduation ceremony registrations.
- Prepare graduation operational plans in conjunction with the key internal and external stakeholders, gaining Assistant Registrar (Graduation) approval of these plans.

- Monitor the progress against plans, checking the quality of work relating to graduation ceremonies, prepare regular updates escalating any risks and issues to Assistant Registrar (Graduation) as necessary.
- Interface successfully with other UWL teams and external providers to deliver key tasks such as identifying prize winners, confirming attendance of VIP guests and Senior Officers, ordering of gowns and provision of onsite refreshments.
- Assist in the delivery of graduation ceremonies within budget, discussing all expenditure with Assistant Registrar (Graduation).

INTERNAL AND EXTERNAL COMMUNICATION

- To use effective communication skills, both written and oral, to deal tactfully, efficiently and effectively with people at all levels in accordance with General Data Protection Regulations (GDPR) and the Information Security Policy.
- To resolve queries appropriately and in a timely manner and escalate issues to the Assistant Registrar (Graduation) where appropriate.
- To establish and maintain good working relationships with a wide range of colleagues across the University. Interface successfully with other teams to deliver key tasks
- To establish and maintain good working relationships with external providers, such as gown hire companies, venue and catering providers, liaising with the third parties and consultants to meet all deadlines and objectives.
- To work proactively with the Schools/Colleges and Central Service Departments to foster an understanding of graduation related processes and procedures.

TEAM WORKING

- To assist the Assistant Registrars with planning workloads within the Conferment and Awards Team to ensure that key tasks and deadlines are met, taking a proactive role in supporting staff to deliver a good service.
- To take individual responsibility for own area of work and be able to work on own initiative, with the ability to support colleagues within the team as required.
- To maintain an awareness of the Student Lifecycle and support activities, such as enrolment, when required.
- To take a lead and be proactive in the graduation activities and processes.

QUALITY

- To ensure that the standard of own work and the graduation-related work of the Conferments and Awards Administration Team is maintained at a high level, with strict attention to detail and ensure that data entered into SITS is accurate and escalate any issues to the Assistant Registrar (Graduation).
- To liaise with the Student Records and Data Team regarding any assessment related data errors and/or issues.

- To be fully cognisant of university regulatory framework, examinations and assessments-related processes and procedures.
- To maintain accurate records and files in accordance with University policies and procedures.
- To work with the Assistant Registrar (Graduation) to ensure appropriate documentation of processes and procedures is maintained to meet the requirements of internal and external auditors.

UNIVERSITY POLICIES AND PROCEDURES

- To be aware of, and comply with, the General Data Protection Regulations (GDPR), Information Security Policy, Freedom of Information Act and Safeguarding Policy at all times.
- To ensure compliance with Health and Safety regulations.
- To work within the bounds of the University's processes, procedures and guidelines and Financial Regulations..
- To participate in the University's quality assurance process when required.
- To work in accordance with UWL's Equality, Diversity, and Inclusion policies.

In addition to the above areas of responsibility the post holder may be required to undertake any other reasonable duties relating to the broad scope of the position.

Dimensions / background information

Academic Registry directs and leads in all matters relating to the management of academic standards across the University, to ensure staff and students are well advised on the implementation of regulations, quality assurance systems and procedures and the monitoring of their effectiveness.

Academic Registry is responsible for the Academic Regulations and supports schools in the ratification and conferment of university degrees, monitoring activity in schools to ensure the University's academic standards are upheld. Academic Registry also supports external compliance arrangements, as required.

Person Specification

	Criteria	Essential or Desirable ¹	Demonstrated ²		
			Application	Interview	Test / Exercise
Qualifications and/or membership of prof. bodies	Degree or relevant experience.	Essential	X	X	
	Evidence of continuous professional development.	Desirable	X	X	
Knowledge and experience	Wide experience, working in the Higher Education sector, in an administrative post.	Essential	X	X	
	Extensive experience of working in events, graduations and event management work, including knowledge and best practice within these areas.	Essential	X	X	
	Experience of planning and prioritising a number of complex operational activities.	Essential	X	X	
	Experience of working within a team of staff in a changing environment and frequently under pressure.	Essential	X	X	
	Understanding and awareness of Data Protection requirements (GDPR) and confidentiality issues.	Essential	X	X	
	Successful change management and participation in introducing new practices and systems.	Desirable	X		
	Knowledge of the SITS student record and tracking system.	Desirable	X		
	Excellent organisational and time management skills and the ability to plan and prioritise	Essential	X	X	

	deadlines and tasks for graduation ceremonies.				
	Knowledge and experience of written and verbal communication with a variety of different stakeholders to increase engagement.	Essential	x	x	
	Experience of data entry and retrieval activities on a large database, preferably student records.	Essential	x	x	
	Proven ability to show attention to detail and produce work and documentation of high quality.	Essential	x	x	
	Proven ability to lead a small team effectively and to motivate staff.	Desirable	x	x	
General skills	Ability to work within a team effectively and to support colleagues at all levels.	Essential	x	x	
	Excellent customer relationship management.	Essential	x	x	
	Computer literate with Windows based products as communication and management tools.	Essential	x	x	
	Proficient Excel skills.	Essential	x	x	
	Ability and willingness to learn new systems and skills and disseminate knowledge where appropriate.	Essential	x	x	
	Ability to understand data manipulation and retrieval.	Desirable	x		
Other	Ability to work occasional longer days, evenings and	Essential	x		

	weekends, especially during graduation periods.				
	Self-motivated, with a flexible approach to work and working hours.	Essential	x		
	Excellent interpersonal and communication skills.	Essential	x	x	
	Ability to respect a high level of confidentiality at all times.	Essential	x	x	
	Commitment to promoting equality of opportunity.	Essential	x		
	Excellent problem solving ability and analytical skills.	Essential	x		
	Able to use initiative.	Essential	x		

Disclosure and Barring Scheme Is a DBS Check required: DBS This post does not require a DBS check D

Before making a selection, please refer to the University's [Disclosure and Barring Checks Guidance for Staff](#) and [Criminal Convictions, Disclosures and Barring Staff Policy and Procedure](#). If a DBS check is required for the role, a **Check Approval Form** will need to be completed.

¹**Essential Criteria** are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements, to determine which applicants to shortlist.

²**Demonstration:** Select the Recruitment Process stage at which the candidates will have to demonstrate that they meet the criteria. Criteria which have to be demonstrated at application stage should be mentioned in the Recruitment Information Pack as Pre-Selection/Killer Questions, Shortlisting Questions or Shortlisting Criteria. Other criteria should be evaluated and tested at interview stage (e.g. through interview questions) or through additional tests, exercises or presentations. Criteria can (and should) be demonstrated at multiple stages.