

## Job Description

<b>Job Title</b>	Assessment Operations Officer
<b>School/Service</b>	Academic Registry
<b>Grade</b>	E
<b>HERA Reference</b>	HERA/20090

### Job Purpose:

The post holder will be responsible for providing programme, course and student record administration for a range of registry functions and processes across the division of Student Lifecycle including:

Assessment Operations - Examinations, Grade Entry and Assessment Boards  
Graduation - Certification and formal documents

Role holders are based within one specific team but are expected to work collaboratively and flexibly as part of a broader team across the registry to coordinate the full range of administrative functions and events through the academic and student journey life cycle. This may involve change responsibilities and working in different areas as required.

### Main Duties and Responsibilities

1. To service and facilitate course assessment boards including the Research Degree Boards as directed by the Assessment Operations Team Leader
2. To participate in the full range of assessment processes, encompassing the overseeing of grade entry, ensuring that grade deadlines are met, that all profiles are generated in a timely fashion and that all associated paperwork is produced to a high standard in readiness for the Boards.
3. Ensure that all student profiles are given due consideration at the Boards and that the academic regulations are applied consistently across all courses, including any professional body requirements.
4. Working closely with the Student Records Team to ensure that all change of circumstances following the assessment boards are communicated effectively in order that these are processed in a timely fashion.
5. To support the examination process, including for PEP provision, handling and preparation of examination packs, liaison with invigilators.
6. Preparation of data and production of official documentation relating to awards, including the online verification of awards via HEDD
7. Support for the Graduation Ceremonies, including data preparation for graduate invitations and ticket allocation. Support during the graduation ceremony.
8. To disseminate information, provide advice and effectively communicate both verbally and in writing to students, apprentices, staff across the University and external agencies in relation to assessment regulations and University policy and procedures, providing a customer focused service at all times.
9. To arrange and service meetings as required including the preparation of agendas, minuting of meetings, distributing action sheets, maintaining up-to-date records and checking action taken and undertaking any follow up.

10. To provide support to staff, students and apprentices through the induction and enrolment process and throughout the academic year and to proactively participate in University wide-events such as Open/Applicant Days, Clearing, Graduation, Welcome and Registration.
11. To attend relevant meetings and events to contribute to defining processes and procedures and to the creation and maintenance of associated plans and schedules.
12. To be mindful of legislation and regulations on GDPR, freedom of information and intellectual property rights and maintaining standards of security and confidentiality.
13. To be committed to developing and contributing to a culture of outstanding performance and continuous improvement by demonstrating a positive and proactive approach to change.
14. To proactively engage in relevant personal and professional development to ensure currency of skills and knowledge required to work in a modern Academic Registry.
15. Any other duties commensurate with the post and the grade as maybe required by the Manager or Deputy Registrar
16. With regards to the nature of your role and its impact upon our students, make an active contribution to and support the improvement of the student experience

*An ability to work flexibly is essential to ensure the University can achieve its objectives and aspirations. The post holder may be expected to undertake other duties as appropriate to the role and grade as requested by the manager to meet business needs. On occasion weekend/evening work may be required*

## Person Specification

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<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>	<b>Measured By</b>
<b>Work Experience</b>	<p>Demonstrable experience of current administrative practices and processes in a busy office environment</p> <p>Demonstrable evidence of strong analytical skills to perform data quality checks and other monitoring functions.</p> <p>Evidence of inputting, updating, maintaining and extracting complex data from record database systems and checking data integrity</p> <p>Evidence of proactiveness in the continual review of working practices</p> <p>Experiencing of complying with and providing guidance of regulations, policies and procedures</p>	<p>Experience of student administration in an educational environment</p> <p>Detailed knowledge of student records systems in higher education or similar corporate databases</p>	Application and Interview
<b>Education/Qualifications</b>	<p>A range of GCSEs, including English Language and Math's at Grade C or above, or appropriate equivalent experiential learning</p> <p>Word Processing/typing/IT qualification or demonstrable equivalent experiential learning</p>	'A' level or equivalent qualifications	Application
<b>Skills/Abilities</b>	Demonstrable evidence of both strong written and verbal communication skills to outline objectives and present information clearly		Application and Interview

	<p>and succinctly to individuals and groups</p> <p>Strong planning and organisational abilities to meet conflicting deadlines, with demonstrable ability to prioritise own workload</p> <p>Demonstrable evidence of proficiency in the use of IT and Microsoft Office suite of packages and digital technologies</p> <p>Understanding of the concept of data quality and ability to work to a high standard of accuracy with a complex student record system</p> <p>Proven ability to work consistently, with attention to detail, under pressure and meet deadlines, particularly in a multi-functional team</p> <p>Evidence of ability to work effectively across and within teams.</p> <p>Evidence of being able to quickly assimilate complex information and provide expert opinion, reports or specialist advice</p> <p>Ability to work collaboratively with all key stake holders and colleagues</p> <p>Evidence of working unsupervised, being solution-focussed, using initiative and making decisions</p>		
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	An awareness of confidentiality, GDPR and matters of IT security		
<b>Other</b>	<p>High degree of self-motivation, flexibility and resilience with a positive and proactive approach</p> <p>Demonstrable evidence of working unsupervised exercising judgement and initiative and being an effective member of a high performing team.</p> <p>A demonstrable commitment to service excellence and continuous improvement</p> <p>Ability to problem solve, contribute ideas and solutions, and demonstrate initiative and flexibility</p> <p>An understanding of and demonstrable commitment to the University's Values of Common Sense, Compassion, Teamwork, Attention to Detail, and Trust as a framework for decisions, actions and behaviours.</p>		