

STUDENT EXPERIENCE

JOB DESCRIPTION

Job description for the post of:	Examinations and Assessment Officer
Responsible to:	Student Records and Assessment Manager
Responsible for:	No Staff
Working with:	Student Records; Regulation, Conduct and Compliance; Heads of Department; Admissions Officers; Student Finance Officer; Management Information Officers; Timetabling Officers; external staff at validating institutions

Main purpose of the job

To be responsible for the day-to-day management of Registry processes and for ensuring the co-ordination, and integrity of undergraduate and post-graduate examination and assessment process for the institution. Working with the Departmental Administrators will provide a highly professional and efficient service ensuring the institution's delivery of all examinations and assessment matters in accordance with the validating body's procedures and regulations. The postholder will support the Chairs of Exam Boards, and External Examiners within the Institution and work closely with Advisory Services and other central services to ensure smooth delivery.

Key Performance Indicators

- % of request follow-up completed with Service Level Agreements
- QAA Compliance Audit Results
- Accuracy, precision and completeness of the examination records
- Validating Bodies satisfaction with examination records
- Currency of the administration in relation to the sector

Main duties and responsibilities:

1. To schedule and deliver an efficient and effective timetable for all examination and assessment activity required by the programmes (e.g. oral and aural examinations), to meet specific institutional and validating body constraints, students' needs and in accordance with the academic regulations.
2. To co-ordinate the Institution's secure compilation and submission of examination and assessment materials in accordance with College guidelines including papers, booklets, and guidance.
3. To co-ordinate the marking and recording of examination and assessment results undertaking auditing where appropriate to ensure the integrity of results.
4. To engage with the Learning Access Service, to ensure DDA legislative requirements are implemented for students, in particular for in-class tests.
5. To apply expert knowledge in the field of examination and assessment governance to a variety of situations as the need arises.
6. To take an overview of the work of, and act as Secretary to the Subject Examination Boards in the Institution relating to undergraduate student assessment, progression and award.

7. To work in close conjunction with the Departmental Administrators to maintain an overview of the work of Subject Examination Boards relating to student assessment, progression and award.
8. To undertake specific complex record keeping activities that are restricted to senior staff or that are completed at specific points within the student life cycle, such as the roll forward of student records following progression and award.
9. To prepare documentation for Award and Subject Boards of Examiners, generating standard reports from student record system, checking the reports and minutes from Departments against the record and highlighting points for particular consideration.
10. To record the decisions that are reached and resolve queries that may arise regarding Academic Regulations.
11. To implement and maintain Institution policy with regard to examinations and assessment, and implement and maintain validating bodies academic regulations at Institution level. To act as the principal contact within the Institution with regard to the academic regulations regarding examination and assessment, advising academic, teaching and administrative staff as appropriate to ensure compliance.
12. To work with the Chair of the Examination Boards, external examiners and the Deans of Faculty and Heads of Department to evaluate existing processes and ensure the institution is compliant with the academic regulations.
13. To disseminate decisions of the Examination Boards to students and advisers as appropriate. Administrative point of contact for students seeking advice on examinations procedures where referred from a Front of House department.
14. To act as point of contact for external examiners to the Institution.
15. To update and maintain the Institution's Handbook for Examiners.
16. To write clear and effective policy documents and committee papers as required.
17. To provide a skilled and high quality customer experience, including assessing urgency and priority needs
18. To deal with all initial enquiries to the Service from staff, students, colleagues from the HE sector and other visitors
19. To employ an excellent standard of customer care at all times in order to deliver a professional, helpful, accessible and responsive GSM London service

In addition to the above duties, all staff are required to:

- a. adhere to all GSM's policies and procedures, including Equal Opportunities, Health and Safety, Data Protection;
- b. respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons;
- c. undertake appropriate training and staff development as required; and
- d. participate in GSM's Performance Review and Development Scheme

Hours: 40 hours per week (Monday – Saturday)

Location: London Bridge, with mobility between sites

It is expected that the post holder will work flexibly according to the demands and responsibilities of the job.

It is important to note that this job description is a guide to the work you will be required to undertake. It may change from time to time to meet the needs of the service. It does not form part of your contract of employment.

PERSON SPECIFICATION

Criteria: In the covering letter, applicants should provide evidence of their ability to meet the criteria below, which will be used for shortlisting and interviewing

In order to be successfully shortlisted applicants need to have:

	Essential	Desirable
QUALIFICATIONS		
3 A levels (or equivalent) plus considerable relevant experience or; Substantial broad vocational experience acquired through a combination of job related vocational training and considerable on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles	✓	
Good First Degree, or equivalent qualification		✓
SKILLS AND EXPERIENCE		
Experience of working in a Registry setting or similar environment in higher education	✓	
Experience of managing examinations and assessment and a good understanding of the complexities of assessment processes	✓	
Experience of using a computerised academic record keeping system	✓	
Ability to interpret academic regulations and relay to students and colleagues	✓	
Good interpersonal skills including motivational negotiating, influencing and relationship building	✓	
Good organisational skills, including the ability to work to tight deadlines and to prioritise workloads and ensure timely and accurate working by him/herself and others	✓	
Ability to handle complex issues and cope with changing work patterns and pressures	✓	
Proven ability to work effectively as part of a team	✓	
Good numerical skills and an ability to work with a high level of accuracy	✓	
Excellent organisational and administrative skills, and excellent attention to detail	✓	
Competent Word processing and IT skills and Competency in using databases and data inputting	✓	
Knowledge of diversity and equality issues and the way in which they impact on the work of the Academic Registry, including an active commitment to the College's equalities policies		✓
Experience of interpreting academic regulations and providing advice to others on related matters		✓
Detailed knowledge of Registry procedures and issues that impact on the management of student records		✓
Knowledge of key legislation/regulations, including Data Protection Act, Immigration Regulations, Student Loan and Student Finance Regulations and Council Tax Regulations		✓
Evidence of the use of expert knowledge to identify necessary new developments and take them forward to completion		✓