

# JOB DESCRIPTION

|                           |  |
|---------------------------|--|
| <b>Vacancy reference:</b> | SRF31023   |
| <b>Post Title:</b>        | Administrator (Examinations and Graduation Office)                                   |
| <b>Grade:</b>             | Grade 4  |
| <b>School/Department:</b> | Student Support Services and Operations, Examinations Student Records and Graduation |
| <b>Reports to:</b>        | Senior Examinations Officer (Operations)   |
| <b>Responsible for:</b>   | N/A  |

## Purpose

Contribute to the effective management and operation of the Examinations and Graduation Office's activities through the provision of high quality administrative support, ensuring a high quality student experience.

## Main duties and responsibilities

1. Support the management of examination activities delivered by the team ensuring compliance with University policies and agreed protocols and timescales, including responsibility for:
  - the generation and maintenance of the infrastructural records on RISIS which drive the assessment process;
  - the end-to-end administration of examination question papers (requirements, submission, processing and distribution), liaising with and chasing up academic and other colleagues as necessary;
  - administrative activities related to invigilation such as creating the invigilation schedule and corresponding with invigilators;
  - the management and maintenance of assessment-related data on students with disabilities, disabling conditions and specific learning difficulties on the University's course and student information system;
  - assisting with arrangements for and organisation of the examination centres, including monitoring the collection and distribution of examination scripts;
  - administrative processes related to the appointment, reporting and payment of external examiners.
2. Provide administrative support for the processing and consideration of results and awards, including responsibility for:
  - the import and processing of module marks, processing progression decisions and final results and awards, maintaining data integrity, and trouble-shooting problems which may arise in relation to processes and data;
  - servicing Examiners' Meetings and other working groups/meetings as required;
  - producing results lists.
3. Assist with the production and distribution of Diploma Supplements and award certificates.
4. Resolve a range of assessment and graduation issues and enquiries from both staff and students, referring on to other members of the team or another source of University support if appropriate.
5. Assist with the maintenance of the team's web pages including ensuring that past examination papers are available.

6. Process financial transactions and monitor accounts where required.
7. Act as a co-creator of the development of new processes and automation to ensure that the service is continually refined and improved and delivers a quality student experience.
8. Provide support to colleagues within the Examinations and Graduation Office during periods of peak activity.
9. Undertake such other tasks as may be required within the scope and level of the post.

### **Supervision received**

You will report to and get support from the Senior Examinations Officer (Operations).

### **Supervision given**

N/A.

### **Contact**

Academic colleagues, central services, Support Centre staff and students.

### **Terms and conditions**

Part time, fixed term for two years (28.8 hours per week, 0.8 FTE). Some variation on normal working hours (including occasional evening or weekend working) may be necessary during the examination season and Welcome Week.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

**Date assessed: November 2019**

# PERSON SPECIFICATION

| Job Title  | School/Department  |
|--|--|
| Administrator (Examinations and Graduation Office) | Student Support Services and Operations, Examinations Student Records and Graduation |

| Criteria                   | Essential  | Desirable   |
|----------------------------|--|---|
| <b>Skills Required</b>     | <ul style="list-style-type: none"> <li>• Ability to embrace change</li> <li>• Excellent team working skills</li> <li>• Ability to work effectively on own initiative and to tight deadlines</li> <li>• Excellent organisational skills</li> <li>• Ability to work under pressure</li> <li>• Ability to work closely with academic colleagues</li> <li>• Excellent and sensitive communication and interpersonal skills</li> <li>• Ability to draft concise notes and minutes from complex discussions</li> <li>• Excellent analytical and numeracy skills and the ability to synthesize information</li> </ul> |   |
| <b>Attainment</b>          | <ul style="list-style-type: none"> <li>• Educated to GCSE level or equivalent, with GCSE or equivalent passes in English and Mathematics</li> </ul>  | <ul style="list-style-type: none"> <li>• A Levels or equivalent</li> </ul>  |
| <b>Knowledge</b>           | <ul style="list-style-type: none"> <li>• Understanding of how automation can support academic administration</li> </ul>  |   |
| <b>Relevant Experience</b> | <ul style="list-style-type: none"> <li>• Experience of administration in a busy office environment</li> <li>• Experience of working with a large and complex database including the maintenance of data</li> <li>• Evidence of good IT skills and utilisation of Outlook and other MS Office products</li> </ul>   | <ul style="list-style-type: none"> <li>• Experience of providing administrative support to committees</li> <li>• Experience of automated student information and financial systems e.g. RISIS or Agresso</li> </ul> |

|                    |  |  |
|--------------------|--|--|
| <b>Disposition</b> | <ul style="list-style-type: none"><li>• Commitment to and awareness of the importance of data quality and confidentiality</li><li>• Commitment to collaborative working and the ability to work with colleagues across the institution</li><li>• Commitment to the provision of an excellent customer service and a genuine enthusiasm for working within academic administration</li><li>• Strong focus on attention to detail and high quality output</li><li>• Resilient and flexible</li></ul> |  |
|--------------------|--|--|

|                               |                     |
|-------------------------------|---------------------|
| Completed by: Nicola Sinclair | Date: November 2019 |
|-------------------------------|---------------------|