

Post Details	Last Updated: 15 Nov 2019		
Faculty/Administrative/Service Department	Academic Registry/Assessment and Awards		
Job Title	Administrative Officer (Assessments)		
Job Family	Professional Services	Job Level	2b
Responsible to	Senior Administrative Officer/Assessment Manager		
Responsible for (Staff)	n/a		
<u>Job Purpose Statement</u>			
<p>The post holder will provide professional administrative support for the assessments function in Academic Registry. Normally working as part of a specialist team, supporting activities in a Faculty, they will work primarily with academic staff to deliver professional support for assessment activity. This may include processing of exam papers, monitoring and collation of exam and class test marks, mark entry, preparation and delivery of examination boards, invigilation and other related activity.</p>			
<u>Key Responsibilities</u> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)			
<ol style="list-style-type: none"> <li>1. Work as part of the assessments team, responsible to the Assessments Manager, with focussed support for either a nominated Faculty, or particular activity during periods of peak activity.</li> <li>2. Receive and process enquiries in a timely, efficient and courteous manner to contribute to the work of the assessments team in order to support the student experience</li> <li>3. Undertake activities relating to assessment administration within Academic Registry ensuring a high quality and professional service are provided. This may include: External Examiners, examination papers and coursework, exam boards, consideration of extenuating circumstances, mark entry, as well as invigilation and other assessment related activity.</li> <li>4. Apply current processes and procedures, as directed by the Assessment Manager/Senior Administrative Officer (Assessments).</li> <li>5. Maintain accurate student records in the student management system (SITS), and any other agreed supporting-systems.</li> <li>6. Provide information as requested.</li> <li>7. Have a current knowledge of University Regulations and Faculty/University policy in relevant areas</li> <li>8. Build and maintain effective working relationships with academic staff and colleagues from the wider Academic Registry.</li> </ol> <p>N.B. The above list is not exhaustive.</p>			
<p>All staff are expected to:</p> <ul style="list-style-type: none"> <li>• Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.</li> <li>• Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.</li> <li>• Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.</li> <li>• Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.</li> <li>• Undertake such other duties within the scope of the post as may be requested by your Manager.</li> <li>• Work supportively with colleagues, operating in a collegiate manner at all times.</li> </ul> <p>Help maintain a safe working environment by:</p> <ul style="list-style-type: none"> <li>• Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.</li> <li>• Following local codes of safe working practices and the University of Surrey Health and Safety Policy.</li> </ul>			
<u>Elements of the Role</u>			

### Planning and Organising

The post holder has specific responsibility for the provision of administrative services related to Assessment and Awards. Day to day tasks and minor projects are allocated in response to approaches by designated faculty/departmental representatives. Their work will come from their line managers with a focus on meeting the needs of students, academics and staff in the wider Academic Registry. Requests are received on a daily basis, therefore the planning and organising of these is short-term and reactive in nature. They will usually operate within established procedure and with appropriate supervision with regards to the day-to-day planning, organising and performance of a wide-range of administrative activities. Requirements may be subject to change at short notice, therefore the post holder will also need to be adaptable and able to re-prioritise workloads and analyse issues to find effective solutions, sometimes without reference to a senior team member.

### Problem Solving and Decision Making

Within the scope of the role the post holder will be presented with a variety of administrative issues, where the most appropriate course of action will, on occasion, be a matter of choice, influenced by prior exposure or experience. In many other instances work actions are very well defined procedurally and the post holder is able to reference and apply established policies and procedures, in order to determine a suitable course of action/outcome. Although the role is covered by standard instructions and procedures, there may on occasion be some latitude to alter the sequence of procedures, based on varying situations encountered and in consultation with senior member of staff. The post holder may occasionally experience more unusual queries or issues, where there is no formal guidance or trouble shooting. In these cases the post holder is required to interpret past precedents and apply their judgement to determine an appropriate course of action or where resolution is not straightforward to refer the matter to a senior member of the team for guidance/resolution.

The post holder must pay particular attention to detail when operating the University's student administration system (SITS) to maintain accurate records. They are responsible for providing excellent customer service both on the telephone, via email and in person to students and staff and to respond to their enquiries in a courteous and helpful manner. This post involves no direct line management or budgetary responsibilities, although once established the post holder will act as a point of contact and provide information for other staff members, including temporary or agency staff in all areas.

### Continuous Improvement

The post holder will be expected to continuously assess current processes and then have the scope to make recommendations to their line manager to take forward. The post holder will have the opportunity to work on specific projects, implementing new processes

### Accountability

Once established the post holder will act as a point of contact and provide information for other staff members, including temporary or agency staff in all areas. They will operate under the supervision of their team leader and usually within relevant guidelines and procedures.

### Dimensions of the role

The post holder will not have any direct line management or budgetary responsibilities.

### Supplementary Information

Each Faculty facing team will work in close collaboration with colleagues in other teams across the whole of the Assessment and Awards function to provide comprehensive and effective service in this area.

In performing their duties the post holder must be aware and compliant with university regulations and show excellent attention to detail in maintaining/updating information in SITS. They are responsible for providing excellent customer service both on the telephone, via email and in person to students, staff and external associates and to respond to their enquiries in a courteous and helpful manner.

<p>Person Specification This section describes the sum total of knowledge, experience &amp; competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.</p>		
Qualifications and Professional Memberships		
<p>Vocational qualifications plus several years relevant work experience.</p> <p>Or:</p> <p>Learning gained through work experience of a number of years. Will include short courses and other formal training.</p>		E
<p>Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).</p>	Essential/ Desirable	Level 1-3
Excellent IT skills, particularly in MS Office packages, and familiarity with databases	E	3
Accuracy and attention to detail	E	3
A proactive approach, with the ability to use initiative in dealing with issues as well as a flexible approach to work, able to multi-task, satisfying the needs to different groups	E	2
Ability to work independently in relation to less routine activities	E	2
Some relevant administrative experience	E	2
Customer Care experience or training	D	n/a
Experience of the SITS system for student and programme administration	D	n/a
Experience of the Higher Education Sector	D	N/A
Basic awareness of the activities of the University	D	N/A
Special Requirements:		Essential/ Desirable
Annual Leave may be restricted at key times during the year.		E
Ability and willingness to take on duties across other teams as and when required		E
<p>Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.</p>		Level 1-3
Communication		2
Adaptability / Flexibility		2
Customer/Client service and support		2
Planning and Organising		2
Continuous Improvement		2
Problem Solving and Decision Making Skills		2
Strategic Thinking & Leadership		n/a
Managing & Developing Performance		n/a
<p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>		

## Organisational/Departmental Information & Key Relationships

### Background Information

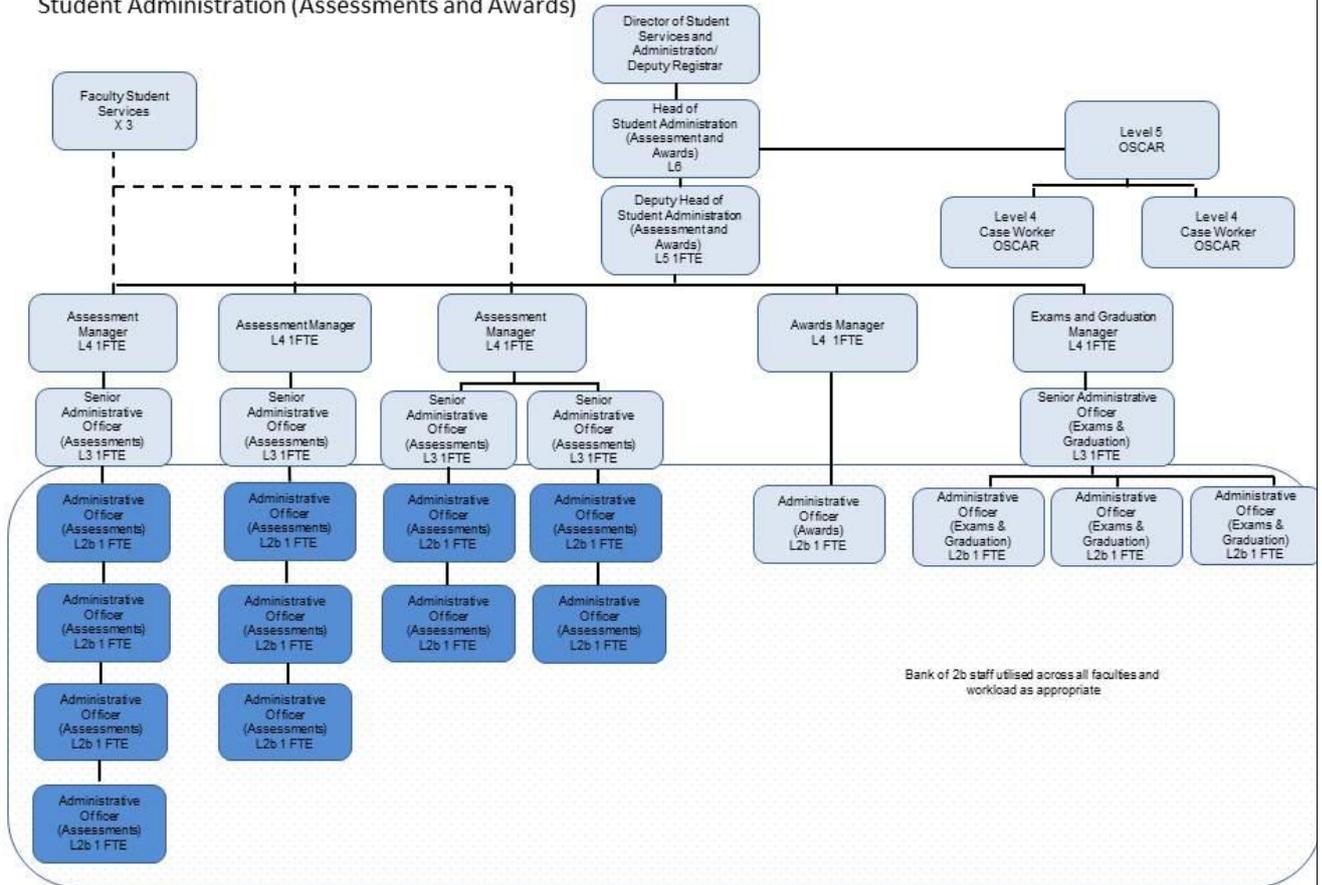
The post is within the Academic Registry which is responsible for a wide range of administrative and support services including Recruitment and Admissions; Student Administration (enrolment to graduation, including mentoring and student money advice); Health and Wellbeing (welfare, counselling, wellbeing, health); and Professional Training, Careers and Employability.

This post is in the Academic Registry. Staff are based in centrally-based teams (often aligned to one of the three Faculties), the Hive and in three Faculty Student Services hubs. Staff work closely together to deliver effective and efficient student and administrative services, including expert advice and support for learning and teaching that enhances the quality of the student experience. Our administrative services and support aim to be intuitive to and anticipatory of the needs and interests of students.

The Directorate therefore has a key role in supporting the University in achieving its strategic goals.

## Department Structure Chart

### Student Administration (Assessments and Awards)



## Relationships

### Internal

- All University Departments

### External

- Various partner organisations such as Professional Regulatory and Statutory Bodies